

City of Grand Rapids



Rules and Regulations

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Section 1: Service Applications

1.1 Application for Water/Sewer Services

Customers requesting or connected with water/sewer service must contact customer service at 311 or (616)456-3000.

- Water and Sanitary Sewer is a service associated with a property, due to Michigan Lien Law and any charges associated with that service remain with the property, regardless of account holder status.
- Account holder changes are not updated with ownership changes and all liability for not receiving bills or notices remains the responsibility of the owner.
- The property owner may have the Water/Sewer service account established in the property owner's name, without a Water/Sewer Utility Agreement, if property ownership can be verified. We always recommend completing a Utility Agreement for all account changes to assist in proper billing and mailing. If billing to an address other than the service address is requested, a Utility Agreement must be completed.
- The property owner who wishes to allow a tenant, property management company, or other party to establish Water/Sewer service in the tenant or other party's name, must complete the Water/Sewer Utility Agreement and property ownership must be verified. A copy of a driver's license for both the owner and desired account holder must be provided.
- If a tenant would like the water utility account in their name, the tenant must provide the required documentation to the property owner who will complete and sign the application.
- All commercial and industrial accounts require a Non-Domestic User Survey to be completed in full and submitted with the Water/Sewer Utility Agreement.
- Applications are available at the City Hall at 300 Monroe NW, or online at www.grcity.us/utilityagreement.
- Applications may be delivered in person or mailed to City Hall or e-mailed to water@grcity.us.

Applicants are required to provide adequate information as described in the Water/Sewer Utility Agreement.

The date of account change will be as close to the desired account change date as possible; however, system limitations may prevent transfer dates earlier than either the last read date, last billed date, or last service date, whichever is more recent.

The Grand Rapids Water System does not actively seek account and ownership changes. It is the parcel owner's responsibility to notify customer service at 311 or (616)456-3000 of account changes, and failure to request change of ownership or tenancy does not excuse non-payment. Service is considered if a meter is believed to be present at the property or consumption has occurred. Property owners should verify if they are considered to have established service and are incurring readiness-to-serve charges, even if not currently consuming water or sewer.

Condominium accounts with a single water service supply shall be in the name of the association or its legal agent.

1.2 Application for New Construction

Accounts for new construction will be handled through the Grand Rapids Development Center. All permits and related fees must be paid prior to establishing a new water/sewer service account and receiving service.

Failure to establish a water/sewer account prior to using service or having service connected in an unauthorized manner may result in fees, penalties, and non-compliance.

Section 2: Owner Responsibility

2.1 Right of Inspection

Water System employees having proper identification shall be permitted to enter the premises of any owner at reasonable times for the purpose of inspection, measurement, sampling, equipment reading, evaluation or replacement, or testing of any part of the plumbing connected to the municipal water supply. Refusal or failure to arrange for a suitable time may result in the water supply to the premises being terminated.

2.2 Responsibility of Owner

Property owners are responsible to keep their own private systems in good repair. The Water System may require owners to replace any plumbing connected to the municipal water supply that has deteriorated. Property owners are also responsible for ensuring the integrity of the water system is not compromised due to tampering, negligence, and/or connections otherwise not authorized by the City of Grand Rapids Water System. Failure to comply carries the potential of legal recourse, which could result in fees, condemnation of the property, and/or jail time for the owner.

Property owners are responsible to keep record of properties for which they have interest or liability in, and are expected to manage said properties. Research and documents provided to a customer will be considered under customer oversight and may be charged accordingly for each occurrence on each property (see Appendix II Fees, Charges, and Penalties) as a method of cost recovery.

Property owners shall maintain an inlet valve before the water meter and outlet valve after the meter to allow for their system to be isolated and shutoff in case internal plumbing issue without water system involvement.

2.3 Service Calls and Appointments

Calls concerning routine business involving occupant or customer needs shall be received by Customer Service during normal business hours, Monday through Friday, excluding holidays at 311 or (616)456-3000. Occupants or customers are expected to give at least twenty-four (24) hour notice for non-emergency service needs. Failure to schedule an appointment may result in an on-site service fee (see Appendix II Fees, Charges, and Penalties).

Fees and charges related to service calls and appointments are contained in Appendix II, Fees, Charges and Penalties.

If a service appointment is made and arrangements cannot be kept by the customer, it is the customer's responsibility to inform customer service at 311 or (616)456-3000 at least twenty-four (24) hours in advance. Failing to keep an appointment shall result in a Missed

Appointment Fee.

Emergency services are available through the 24-hour emergency repair line at (616) 456-3249.

2.4 Water Service Damage Procedure

If a broken water main, city-side water service, or hydrant failure causes property damage, the party involved may file a claim with the Grand Rapids Risk Management Office. All claims shall be investigated to determine whether there is liability for any such damage in accordance with the Governmental Tort Liability Act.

2.5 Emergency Orders

If an emergency condition exists, or is likely to exist due to broken water services, fire protection services, or privately owned services, the following policy and procedure shall be followed as stated in Grand Rapids Building Maintenance Code Chapter 135, Sections 8.235, 8.236 and 8.238:

Sec. 8.235. Emergency Orders.

If the City determines that a condition exists or is likely to exist which is an emergency, the City shall immediately attempt to verbally inform the responsible person and all occupants of the building of the nature of the condition. The City shall immediately attempt to give Verbal Notice to the responsible person to correct the condition. Such an order shall be effective immediately. A written Notice of Violation called for by this Chapter shall be prepared and mailed and/or personally served to the responsible person as soon as practicable after the Verbal Notice herein referred to has been attempted. Failure to comply with an emergency order is a violation of this Code. If notice is attempted to be served in good faith but cannot be completed prior to having to take action necessary to abate an emergency condition, such notice shall be posted upon the subject property in a prominent location. Failure to comply with an emergency notice or order is a violation of this Chapter.

(Ord. No. 92-69, § 1, 10-20-92; Ord. No. 2002-56, § 20, 9-24-02)

Sec. 8.236. Abatement of Emergency.

If the responsible person cannot be contacted or fails to correct an emergency condition within the time ordered, the City Manager or a representative of the City Manager may authorize corrective actions to abate the emergency. The cost of abatement shall be billed to the owner as a personal debt which, if unpaid, may be assessed as a lien upon the property involved.

(Ord. No. 92-69, § 1, 10-20-92; Ord. No. 2002-56, § 21, 9-24-02)

Sec. 8.238. Emergency Entry Authorized.

When an emergency is believed to exist within a property, building or accessory building, the City shall have the right to enter immediately and at any time without a warrant or without requesting permission. Entry must be for the sole purpose of determining that an emergency exists or to abate an emergency condition known to exist.

(Ord. No. 92-69, § 1, 10-20-92; Ord. No. 2002-56, § 23, 9-24-02)

2.6 Abandoned Services (Cut and Cap)

Any abandoned domestic or fire protection service shall be cut, capped, and inspected at the Water System's discretion. The capped service shall be reviewed and documented by the Water System prior to charges stopping.

Use of abandoned services is subject to terms and conditions of new service and shall be approved at the discretion of the Water System. Failure to establish proper billing accounts and having proper inspections, may result in fees, penalties, charges and/or legal actions.

Section 3: Billing

3.1 Payment of Water/Sewer Bills

Bills for water and sewage service are generated monthly or quarterly and payment of the total bill or monthly option (if applicable) is due twenty-one (21) days from the date of billing. The following payment options and locations are available:

<u>Payment Option</u>	<u>Payment Type</u>
By Mail Grand Rapids City Treasurer 300 Monroe NW, Suite 220 Grand Rapids, MI 49503	Check or Money Order
Drop off Box 300 Ottawa Ave NW.	Check or Money Order
In Person Grand Rapids <u>City Hall Lobby</u> 300 Monroe Ave. NW Grand Rapids, MI 49503 *1/2 hour FREE parking validation at the Government Center Parking Ramp	Cash, check, money order, Visa, MasterCard, Discover
Online www.grandrapidsmi.gov/payments	Pay online with credit/debit card (Visa, MasterCard, Discover) or eCheck. Create an account, pay as a guest, or login to GRpayit. Signup for autopay and have your full bill amount automatically deducted from your checking or savings account.
Phone 1-877-495-0333*	Discover, MasterCard, American Express, Visa

*Convenience Fee added

All payment options may be subject to charge fees assessed by payment processing entities.

3.2 Estimated Bills

If a meter reading cannot be obtained, an estimated bill may be sent. Charges will be estimated based on usage during the same quarter from the previous year. If no reliable history exists, estimates will be based upon average daily use from the previous quarter or average consumption rate if more applicable. If an account has no billing history, estimates will be based on the average consumption rate determined in the Annual Water/Sewer Rate Study.

3.3 Residential Leak Adjustment Program

If high use results from a leak, an adjustment may be granted on water consumption only. A

water leak is defined as “unintentional water loss caused by broken, damaged, and/or malfunctioning plumbing fixtures, pipes, or irrigation equipment at a residence.”

It is the customer’s responsibility to properly maintain their private plumbing system, including any connected irrigation sprinkler system. A leak in the customer’s private system is the sole responsibility of the customer.

Prequalifications

Customers seeking a residential leak adjustment are required to call customer service at 311 or 616-456-3000 to pre-screen for the Residential Leak Adjustment Program. The following requirements must be met:

- Commercial properties do not qualify for Leak Adjustment, only single-occupancy residential.
- Only one (1) leak adjustment may be granted every 24 months.
- Accounts must have established four (4) quarters of billing history.
- Accounts shall not be in cutoff status at time of application.
- Account must be an active account, not in Final Status.
- Leak amount must not have gone to property taxes.
- Water use must exceed three (3) times the account’s normal consumption. This is based on average daily use from the previous year’s equivalent quarter.
- Evidence that the leak has been fixed is determined by review that the quarterly consumption has returned to normal usage (within 5 units of the previous year’s equivalent quarter). This could be in the second or third quarter following the leak repair.
- A property with a swimming pool may be required to provide proof of repair of the leak by a licensed plumber.

Application

- After completing the pre-screening criteria, an application will be provided to the customer via mail, e-mail, or fax. Pre-screen completion does not guarantee leak adjustment approval or any financial forgiveness.
- Customers must satisfactorily complete the Residential Leak Adjustment Program application within 30 days of prescreen.

Leak Adjustment

- The Grand Rapids Water System will bear up to 25% of the water usage for the highest quarterly bill (one period of use), and the customer is responsible for the remaining 75%. The adjustment will be reflected as a credit on the next quarterly bill.
- The City of Grand Rapids Water Department has the right to deny granting a water leak adjustment. Sewage adjustments DO NOT qualify for the Residential Leak Adjustment Program.
- Leak Adjustments will be made on one quarterly bill and will not deduct from any fees associated with the account.

NOTE: To avoid late fees, service interruption, termination, and/or assessment of lien against the property, bills under review for Leak Adjustment must be paid in full according

to the due dates indicated on the statement.

3.4 Bill Disputes- Administrative Hearing Requests

Customers who wish to dispute their bill must contact Grand Rapids Customer Service. Staff will review the issue(s) in dispute and send a bill dispute form. The customer must return the form within 30 days of contact. The City will then render a verbal or written response with proposed resolutions within 30 days of receipt.

If the customer is not satisfied with the resolution, he/she has the right to request an administrative hearing. A "Customer Request for Administrative Hearing" Form will be sent to the customer. The form must be filled out and returned within 30 days of receipt.

Once a hearing has been scheduled, the customer will be informed of the date, time and location of the hearing. The notice will inform customers of their rights to:

- Present evidence at the hearing;
- Call witnesses;
- Cross-examine witnesses;
- Make factual and legal arguments; and
- Be represented by an attorney.

The Administrative Hearing Officer has the authority to settle all disputes. The Administrative Hearing Officer's decision is final. The Administrative Hearing Officer has the authority to apply decisions made in previous disputes of similar matters to active disputes prior to an in person hearing.

NOTE: To avoid service interruption, termination, and/or assessment of lien against the property, disputed bills must be paid in full according to the due dates indicated on the statement.

3.5 Late Payments

Payment due dates shall be no less than twenty-one (21) days from the billing date. Payment due dates falling on legal and City of Grand Rapids recognized holidays, Saturdays, or Sundays, are due on the next business day. If payments are not received on or before their due date, a ten percent (10%) late fee shall be assessed.

- Residential accounts that fail to meet the monthly payment option prior to the due date as received and reflected in our system shall be assessed the ten percent (10%) late fee on the past due amount(s) on the most recent bill and will not remain eligible in the monthly option for that bill period.
- Commercial and industrial accounts shall be assessed a ten percent (10%) late fee on the past due amount(s) on the most recent bill.

Bills are delivered by the U.S. Postal Service or customer established electronic preference. Unless City records demonstrate an error, all balances, late charges, and penalties are due as indicated on the bill. It is the customer's responsibility to inform the Grand Rapids Customer Service of any account changes. Account changes include but are not limited to: address updates, ownership changes, e-mail changes, and tenant changes.

A Courtesy Late Fee Removal of the most recent late fee may be granted if requested by the customer prior to occurrence of new late payment, and the prequalification standards below are met:

Pre-qualification

- Only one (1) courtesy fee removal may be granted every 24 months.
- Late fees may only be removed on the requestor's account.
- Accounts shall not be in cutoff status at time of late fee removal.
- Only late fees qualify for courtesy removal. Administration fees are not eligible for removal.

If the customer meets the pre-qualifications, a late fee for the original occurrence may be removed at a maximum of once per 24 month period.

3.6 Back-billings

Whenever water/sewer service has been furnished and either a bill was not rendered, or the bills rendered did not reflect the full service provided, a back-bill shall be issued.

- If inaccurate billing was solely the Water System's responsibility, the period for which back-billing is computed may be limited to one (1) year preceding the discovery date of inaccurate billing.
- If the current and/or previous property owner is partially or wholly responsible for inaccurate billing, periods for which back-billing is computed can be extended up to a maximum of four (4) years preceding the discovery date of inaccurate billing.

A customer with service who is not receiving a bill for said service shall be determined as responsible for not notifying the water system and will be back billed accordingly. Back-bills will include all applicable fees and charges over the period of time in which services were reasonably determined as rendered to a location. These fees include, but are not limited to: connection fees, meter set fees, readiness to serve charges, and/or commodity charges for the period covered. Commodity charges may be actual or estimated. Rates used to calculate back-billing will be those in effect during the time services were rendered.

3.7 Payment Extensions

A customer request for a payment due date extension of up to four business days may be

granted as long as the customer has no past due balance owing on their account.

3.8 Residential Monthly Payment Option

A monthly payment option is available for residential accounts only. The amount of the monthly payment is one third of the total new bill plus any previous charges not yet paid, and it is listed on the quarterly bill as an option. To opt for the monthly payment option, the "Monthly Payment Option" amount must be received and applied as paid by the due date. Statements will be mailed for the next two scheduled payments. Any late or missed payment in the monthly option will make the entire bill due and the monthly option will no longer be available for the current bill.

3.9 Footing Drain Disconnection Program Non-Participation Charge

Properties that have not completed the requirements of the footing drain disconnection program (FDDP) within ninety (90) days after receiving an order from the City Manager to disconnect all improper storm water inflow connections on its property will be charged a FDDP Non-Participation Charge. FDDP Non-participation charges shall be determined on an annualized basis and billed proportionally monthly for each month or partial month after the end of such ninety (90) day period that such improper storm water inflow connection(s) continue to exist with respect to the property. FDDP Non-participation charges will be billed and collected in the same manner as regular System rates and charges.

3.10 Payment Application

All credits applied and payments made will be posted to the oldest charges and fees on an account before applying to any current charges and fees. Any Add to Tax amount (ATT) that have been processed by the billing office but not yet added to the Treasurer's tax roll or been officially sent to the customer community Treasurer, will be paid prior to new charges. ATT amounts processed but not added to the tax roll may not show in the account balance; however, are required to be paid to bring an account current.

3.11 Materiality

Materiality is set at \$10.00. Final bills under \$10.00 will not issue, liens under \$10.00 will not apply, and refunds under \$10.00 will not be provided.

Section 4: Termination of Service

4.1 Termination of Service for Accounts

All Accounts

Accounts are due on the due date of the bill. Residential monthly option payments are due on the due date of the quarterly bill and monthly statements. A delinquent payment may result in account cutoff status. A cutoff processing fee (Administrative Fee) shall be added to an account in cutoff status as it becomes eligible for review. Whether or not water service is cutoff (see Appendix II, Fees, Charges, and Penalties. Actual shutoff is left to the discretion of the City, the City never guarantees shutoff will occur. Upon termination, water/sewer service shall not be restored until all past due balances, fees, and penalties have been paid. There is no fee for restoration of service. No accounts, residential or commercial, will be voluntarily terminated as a means of eviction or motivation for a tenant to leave. If evidence of tenancy is found during a request to voluntarily terminate service, the request will not be completed.

Single Family Residential Landlord/Tenant Accounts

Non-payment of Residential Accounts for single family residential landlord/tenant accounts will follow as all residential accounts as described in the immediately preceding section; however, tenants have the following options:

- Tenants may contact customer service at 311 or (616)456-3000 to make payment on the delinquent account. Tenants applying payment to outstanding balances responsible to property owners/landlords have legal rights and remedies available to them.
- Tenants may request the water/sewer utility account in their name, through the property owner. The property owner/landlord is responsible for completing a Utility Agreement to allow the account to be in the tenant's name. Regardless of the water/sewer service account holder, property owners shall maintain liability for any past, present, or future bills associated with the property being serviced. The property owner will have the option to review the tenant bill through eServices. New tenant accounts will not be granted if a past due balance remains on existing account.
- Customer initiated termination of service will not be performed during periods of time when the Grand Rapids Water System has reason to believe the customer, landlord, tenant, property manager, or anyone in relation to the property and/or account is in a period of legal dispute for any reason. This includes, but is not limited to, divorce, death, and landlord/tenant disputes.

(a) Multi-Unit Landlord/Tenant Accounts

When a property owner or landlord is responsible for a delinquent, multi-unit, residential account, and service termination will affect tenants, the Utility Business Office shall notify occupants at least ten (10) days prior to the cutoff date. The notification may be a location posting or a certified letter, and will include the cutoff date. The tenants have the following options:

- Tenants may contact customer service at 311 or (616)456-3000 to make payment on the delinquent account. Tenants applying payment to outstanding balances responsible to property owners/landlords have legal rights and remedies available to them.
- Tenants may request the water/sewer utility account in their name, through the property owner. The property owner/landlord is responsible for completing a Utility Agreement to allow the account to be in the tenant's name. Regardless of the water/sewer service account holder, property owners shall maintain liability for any past, present, or future bills associated with the property being serviced. The property owner will have the option to review the tenant bill through eServices. New tenant accounts will not be granted if a past due balance remains on existing account.

4.2 Termination of Services for Non-Payment of Commercial Accounts

If payment is not made prior to the cutoff date indicated on the billing statement, water/sewer services shall be subject to termination. A cutoff processing fee (Administrative Fee) shall be added to all accounts eligible for cutoff review (see Appendix II, Fees, Charges, and Penalties). Upon termination, water/sewer service shall not be restored until all past due balances, fees, and penalties have been paid. The Water System shall post a notice occupants of service termination ten (10) days prior to the eligible cutoff date. This notification may be in the form of a location posting, verified e-mail receipt and customer contact, or a certified letter.

4.3 Termination of Service for Returned Payments

If payment is returned to the Grand Rapids Water System, service can be terminated according to cutoff for non-payment procedures and associated fees will be assessed on the account (see Appendix II: Fees, Charges, and Penalties). The Water System may terminate service on the eligible day for cutoff or immediately if cutoff eligibility date has passed. If service is terminated, it shall not be restored until the balance and all associated fees and penalties have been paid in full (see Appendix II: Fees, Charges, and Penalties). If a payment is returned to the Grand Rapids Water system two (2) or more times in the same manner, the customer may have payment methods restricted and become a cash only account. As a cash only account, payment will only be allowed in cash, credit card, cashier's check, or money order, received at City Hall. Cash only status may be removed after bills have been paid on time for 2 years or at the discretion of the water system.

NOTE: If the returned payment was applied to more than one location, each service address shall become eligible for termination accordingly and payment method restriction will be reviewed as a multiple occurrence

4.4 Termination of Service for Non-Compliance

Water/Sewer service shall be terminated for any customer failing to comply with Water System Rules and Regulations. Customers shall be notified indicating the non-compliance issue. Penalties and charges shall be assessed according to the non-compliance issue. Such fees, charges, and/or penalties must be paid in full prior to service restoration (see

Appendix II: Fees, Charges, and Penalties).

In emergency situations, where time is of the essence to protect public and private safety, property, and welfare, the Water System may terminate service without notice.

4.5 Closed Accounts

Estimated readings will be used to close accounts. If the customer requests a final read, which is subject to a charge (see Appendix II: Fees, Charges, and Penalties), it will be used to calculate the final bill.

4.6 Refund of Customer Charges

The Water System will issue a credit for all charges assessed in error from the date of discovery, up to the previous four (4) years. If a remaining balance on a final water/sewer account is above materiality and there are no additional water/sewer accounts in the name of the customer with a credit, a refund may be issued. Refunds twice monthly will be processed after the last payment has aged 30 days and in accordance with typical refund procedures. After processing the refund, it is sent to the City of Grand Rapids Comptroller for issuing.

Charges in error are for services verified to not be rendered and are not for assumed values. i.e. Sewer service during a leak is not a charge in error that can be verified to volume and thus not refunded.

4.7 Collection of Unpaid Bills

(a) Lien Against Real Property as Security for Payment:

Unpaid charges for services furnished by the Water System shall immediately upon delivery of services become a lien against the real property of the premises serviced. This lien provision is as provided for in the Revenue Bond Act of 1933 (Act 94 of 1933) and Municipal Water Liens (Act 178 of 1939).

The Water System reserves the right to certify delinquent properties to the County to preserve the City of Grand Rapids' lien rights in accordance with the State and County tax laws regarding foreclosure requirements.

Unpaid charges are a debt to the City of Grand Rapids. The Water System reserves the right to collect unpaid charges as allowed under Michigan law.

(b) When Lien Procedure is Unavailable:

When water/sewer service accounts are in a tenant's name, and all lien waiver requirements and appropriate security deposits have been met (as specified in

Section 4.9: Voluntary Waiver of Lien Privileges by the City and 4.10: Security Deposits in Lieu of Lien), charges incurred subsequent to acceptance of such lien waiver, up to stated expiration of lien waiver (maximum one year) shall be cleared of municipal water lien privileges.

However, in the event of filing a lien waiver, the applicable cash deposit equal to three (3) times the average quarterly charge, but not less than the minimum deposit, is made as security for payment of charges thereto must be completed prior to considering water/sewer services applicable to waiver (see Appendix II: Fees, Charges, and Penalties).

In addition to other remedies provided in this section, Grand Rapids City Ordinance reserves the right to terminate and/or discontinue water service to any premises for non-payment of service charges when due.

4.8 Collection of Unpaid Bills for Non-Residents

Delinquent accounts residing outside of the City of Grand Rapids shall be certified and forwarded to their governmental unit for collection in accordance with the Michigan Municipal Water Liens law and as provided by contract between the City of Grand Rapids and such corresponding governmental unit.

4.9 Voluntary Waiver of Lien Privilege by the City

When landlords and tenants agree water/sewer service is the responsibility of the tenant, Grand Rapids Water System may waive its lien privilege if requested and approved. The following conditions must be met prior to lien privilege waiver:

- Privilege only available to residential customers
- Parties must submit a legally executed, written lease containing a provision stating tenant is responsible for water/sewer payment. Leases that are scheduled to extend beyond 1 year must be renewed for minimum of 1 year. Leases with month to month clause will not be eligible for waiver of Lien Privilege.
- A provision within the lease stating tenant's agreement to Grand Rapids Water System's requirement of a security deposit (see: Section 4.10 Security Deposits in Lieu of Lien);
- A notarized affidavit, signed by all responsible parties (owner (or authorized representative) and all tenants) requesting a waiver of City's lien Privileges
- Notarized affidavit cannot exceed period of 1 year.
- Payer of security deposit must be stated in notarized affidavit.
- A copy of the lease (maximum 1 year) must be filed with the affidavit;
- The affidavit, lease, and security deposit must be filed with Customer Service within ten (10) days of the effective lease date, application will not

be considered valid if any of these required items is not received within the ten (10) day period.

- Utility Agreement must be completed as required in section 1.1
- Security deposit may not be transferred between properties or tenants
- Upon termination of the affidavit period, the security deposit can be returned to the account holder after final bill has been settled. The account holder of the security deposit must contact Customer Service to request a refund. Refunds are subject to normal refund procedures.
- If landlord/tenant agree to new 1 year lease term, the deposit may remain on the tenant account and used for future final bill, if new lease and affidavit are received within ten days of old lease expiration and within ten (10) days of new lease start and account balance is in current status. If the deposit and lien waiver request is not renewed at 1 year and new documents and necessary payments and/or deposit balances submitted, the waiver period will be considered completed. The owner will resume account status and the tenant account will be issued a final bill reflecting the refund of the deposit.

Grand Rapids Water System may waive lien privileges for the identified premises when all of the above and department requirements are met. Upon lease/affidavit expiration, new documentation (lease and affidavit that meet all requirements of 4.9) must be furnished to retain lien waivers within (10) days of the new effective lease date. If the original security deposit is used as payment for the final bill, a new security deposit shall be required along with the updated documentation and affidavit in new lien waiver requests.

If not all terms in section 4.9 are met, the lien privilege waiver request will not be approved, the responsibility of payment will continue to reside with the property owner, and the ability for the City of Grand Rapids to lien past due amounts will remain in effect.

Unapproved Affidavit Deposits: The payer of the unapproved security deposit must contact Customer Service to request a refund. Refunds are subject to normal refund procedures.

4.10 Security Deposits in Lieu of Lien

When the Utility Business Office has received and approved a lien request waiver, the lessee must pay a security deposit before water/sewer service is rendered. Security deposits are equal to three (3) times the average quarterly charge but not less than the minimum deposit as determined by the Annual Water/Sewer Rate Study (see Appendix II: Fees, Charges, and Penalties). Unpaid final bills are deducted from the security deposit balance. The Utility Business Office will refund the security deposit upon satisfactory payment of all water/sewer bills.

Section 5: Water Mains and Valves

5.1 Water Main Sizes

In residential areas, the minimum size for local distribution lines shall be six (6") inches in diameter. In commercial, industrial or high-density residential areas, local distribution lines shall be a minimum of twelve (12") inches in diameter unless otherwise approved Utility Engineering. New water mains shall conform to the City of Grand Rapids Standards Construction Specifications.

5.2 Connections to Water Mains

Connections are permitted to local distribution lines and intermediate transmission lines following the review and approval of the Water System Manager or his/her designee. Review and approval occur as part of the plan review process and is subject to the requirement of the City of Grand Rapids Standards Construction specifications, the Water System Rules and Regulations, the City Code as well as all applicable building codes. Water services are not permitted to be connected to primary transmission lines.

5.3 Financing Over Sizing Cost

Over sizing may occur when future expansion plans of the Water System requires that a larger water main be constructed than that strictly needed to serve the development in question. When the Water System manager or his/her designee requires a local distribution line to be over sized, the Water System's portion of the cost of such over sizing shall be computed in the following manner:

- In a residential assessment district or a new residential plat, the over sizing share is the difference in cost of material for the intermediate transmission line minus the cost of material for a local distribution line of eight (8") inches diameter.
- In commercial, industrial, or high-density residential development assessment districts, the over sizing share is the cost of material for the intermediate transmission line minus the cost of material for a local distribution line of twelve (12") inch diameter.
- In cases where a larger than normal size line is required solely to provide service at adequate pressure and flow to a local service area and is not used as part of the larger transmission line network, the entire cost of the enlarged line will be treated in the same manner as a normal sized local distribution line and the Water System will not participate in the over sizing costs.

Over sizing rates are reviewed each year and listed in the annual Water System Rate Study.

5.4 Assessment of Expense of Water Main Extensions

Property Owner Expense:

The cost of an extension to the Water System's local distribution line network shall be borne by the property owners who may benefit from the extension. Property owners typically pay for these extensions through special assessments or front footage charges.

Water System Expense:

The City Commission may authorize the extension of a local water distribution line at the request of the property owner of an existing structure if the present water supply fails or at the request of a property owner for a new structure to be serviced if the following conditions are met:

1. If the requesting property is within 500 feet of an existing water main.
2. If the results of an assessment hearing for the water main do not result in majority in favor of the water main extension and the City Commission finds no justification for declaring the project necessary for reason of public health, safety and welfare under special assessment procedures.
3. There is reasonable expectation that newly constructed or existing properties not presently desiring service will request such service in the foreseeable future.
4. If the proposed extension can be engineered and planned to fulfill future development needs in the area either in regard to the abutting properties or in regard to properties beyond the present extension.

When such an extension is made, the requesting property owner shall agree to pay the prevailing front footage rate and other applicable charges stated in Chapter 26 of the City Code at such time that the extension is made. When the property owners who have not shared in the expense of the water main extension connect, they shall pay the front footage and other applicable charges as provided in Chapter 26 of the City Code.

In event that a water main is stubbed to a property by the Water System in anticipation of a future development requiring water main, the property owner is responsible for reimbursing the Water System for all costs incurred in the installation of the water main stubs. Costs include, but may not be limited to the costs for taps by the Water System as well as costs for the contractor to lay the water main stub to the property including restoration. These costs are to be noted in the construction agreement for the site development administered by the City Engineer's Office and approved by the City Commission. The property owner may not connect to water main stubs installed at Water System expense until all associated costs incurred by the Water System for the water main stubs have been paid.

5.5 Single Side Water Mains

If two (2) water mains are installed to serve both sides of the street, property owners will be assessed for only one. Reductions in front foot charges are provided for long connections. Long connections involve services to a single side water main that are typically longer than 70' within the right-of-way easement

5.6 Valve Operations/Tampering Prohibited

Only the Water System Manager or his/her designees shall perform operation of any and all property of the Grand Rapids Water System. This includes, but is not limited to: water main valves, curb stops, water meters, or fire hydrant on public property or in public easements. If any of the above are found to have been operated without such permission by unauthorized individuals including, but not limited to contractors and the general public, there exists prima facie evidence of unlawful water use. For each violation of this regulation, the Water System may bill the unauthorized party for the estimated volume of water used at double the commodity rate and assess a penalty for each infraction as defined in the annual Water/Sewer Rate Study. The penalty shall double with each subsequent infraction and criminal prosecution may be pursued. The Water System Manager or his/her designee may terminate the water supply until both the bill and the penalty are paid in full.

5.7 Testing and Chlorinating

Final hydrostatic testing and chlorinating of new mains and water services that are four inches (4") and larger shall be performed in accordance with the City of Grand Rapids Standard Construction Specifications and the most current revisions thereof (see Appendix III, Figure WS-8: "Approved Testing and Chlorination Connections"). Double-check valve assemblies shall not be installed until after testing and chlorinating has been completed and approved. A double-check valve assembly shall be installed prior to a fire service connection to the water system. The non-potable portion of a fire protection service located downstream of the required backflow preventer is not required to be disinfected.

5.8 Notification of Shutdown

(a) Routine Shutdowns:

When it is necessary to shut down a water main in the course of normal operations, Water System personnel will properly notify the affected customers. Such notification shall be at least twenty-four (24) hours before the shutdown.

(b) Emergency Shutdowns:

In emergency situations where time is of the essence to protect public safety and property, Water System personnel need not notify affected occupants.

(c) Contractor Shutdowns:

If the shutdown is due to the activities of a plumber, contractor, or a public utility working in the public right-of-way, the aforementioned parties shall be required to notify all affected occupants by stopping at each of these premises and, where personal contact cannot be made, leave cards stating the time and expected duration of the shutdown. Such notification shall be at least twenty-four (24) hours before the shutdown unless the Water System Manager or his/her designee has approved other arrangements.

Section 6: Plumbers and Contractors

6.1 Registration, Licensing and Permits

Permits will be issued by the Grand Rapids Development Center to install, alter, or maintain water service or connect private plumbing to the municipal water supply. Permits will be issued to:

- a)** Any single family occupant homeowner working on their own premises
- b)** Any licensed plumber working for a property owner on their premises
- c)** Any licensed underground contractor registered with the Grand Rapids Development Center.

6.2 Responsibility

All persons shall be held responsible for all work covered by the permits issued to them. They shall be responsible for the quality of their workmanship and shall use materials equal to or better than those specified herein or any applicable governing code.

6.3 Defective Work

If Water System personnel find new plumbing to be defective prior to initial turn-on, service shall be postponed until such defective work is corrected and approved by the Water System or Grand Rapids Development Center personnel.

6.4 Operation of Water/Sewer System Valves

Curb stops shall only be operated by authorized Water System personnel. Whenever a contractor or plumber desires to have the Water System operate the curb stop for non-emergency work they shall make a request in advance and an appointment will be scheduled. Unauthorized operation of a curb stop is subject to penalty (see Appendix II, Fees, Charges, and Penalties).

Section 7: Water/Sewer Services

7.1 Water Service Permits

All permits for the installation of water service shall be issued at the Grand Rapids Development Center. Each installation requiring a water service larger than one inch (1") shall be individually reviewed and approved by Water staff at the Development Center prior to a permit being issued. (See Appendix II: Fees, Charges, and Penalties).

Permits are issued after all necessary fees have been paid. Fees include meter set fees, inspection fees, front footage fees and connection charges. All fees are determined and published in the annual Water System Rate Study (see Appendix II, Fees, Charges, and Penalties).

Permits issued are valid for six (6) months, during which time the building's water/sewer services must be connected. In the event the connection does not occur within this timeframe, the increased amount due to fees in effect at the time of actual connection will be charged prior to provision of water/sewer services.

Upon connection it is the responsibility of the property owner to verify that a billing account is established. Failure to establish a billing account for services may be considered prima facie evidence of unlawful water use.

7.2 Tapping Permits

Water service is to be installed only after obtaining a tapping permit from the Grand Rapids Development Center. Fees for tapping permits reflect costs of labor, and equipment involved for the corporation stop, but do not include costs accumulated for excavation, back-filling, or any street replacement. Tapping permit fees are determined and published in the annual Water System Rate Study (see Appendix II, Fees, Charges, and Penalties). Contractor is responsible for providing pipe, corporation stop, and tapping saddle.

Charges associated with excavating, dewatering, restoration, or any other work necessary to provide access to the water main shall remain the requesting party's responsibility.

7.3 Installation of Taps

Normally, all taps are installed by the Water System. However, on new water main construction, contractors may install 1", 1 ½", 2" inches pressure taps provided that:

- The water main has passed the hydrostatic and bacteriological tests.
- A tapping permit has been issued and is available for review at the job site.
- The work is done in the presence of an inspector approved by the Water System.
- The contractor provides all necessary labor, equipment and approved material.

7.4 Sizing

Water services shall be sized under conditions of peak demand utilizing an accepted engineering method. The minimum water service size for residential installation up to three units is one inch (1"); for commercial, industrial, or residential installation of four (4) units or more, the minimum water service size is one and one-half inches (1 ½").

Water service to any building shall be of sufficient size to permit continuous and adequate water flow to all fixtures at all times. This is the property owner's responsibility. Existing buildings shall maintain, at minimum, water service size equivalent to the meter size required to serve the building's water needs as determined by Water System personnel.

7.5 Connection Charges

Connection charges will be based upon the current Water/Sewer Agreements. Connection charges will be assessed as a one-time fee to the premises being served, except in the event of an increase in meter size. If an increase in meter size is required, the property owner will be responsible to pay the difference in cost between the original meter size and the new meter size in accordance with the Integrated Connection Fee Schedule in effect at the time of application (as determined by the Annual Water/Sewer Rate Study).

Credit for past metering shall be issued against connection fees due for new metering. Excess credits will not be rebated.

All connection fees must be paid prior to inspection and/or the scheduling of a meter set. If payment obligation or sizing requirements have not been met, water service may be terminated by the Water System.

7.6 Material

Water services two inches (2") or smaller located in a public right-of-way or easement shall be Type K copper only. All new services two inches (2") or smaller from the curb stop to the meter must be constructed of materials approved by the State Plumbing Code. The Water System highly recommends, but cannot require Type K copper for this portion of the water service. Use of sweat couplings to join copper pipe is prohibited on any portion of the water service up to and including the meter setting.

Water services larger than two inches (2") shall be ductile iron, or other approved materials as specified in the City of Grand Rapids Standard Construction Specifications, most recent edition, and any revision thereof.

7.7 Location

All water service shall be laid with their centers five feet-nine inches (5' 9") below the surface of the ground or an approved street grade, whichever is lower and perpendicular to the water main. Water service shall be tapped directly in front of the building to be served unless otherwise approved by the Water System.

7.8 Inspection

Regardless of size, each new water service installation and/or repair of an existing water service shall be tested and inspected by the Water System or designee before back-filling and water supply is permitted.

7.9 Stub Water-Service Use

Stub water services from water mains to property lines are usually installed with a new water main. Whenever water service is to be extended into a premise, plumbers or contractors may obtain location measurements from the Water System. However, neither the Water System nor the City assumes any responsibility to provide access to existing curb stops through the curb box. Where the curb box has been damaged and/or is inaccessible at grade level, contractors shall repair or replace the damaged curb box with new equipment supplied by the Water System.

Installation costs for services placed at Water System expense shall be paid by the property owner before connection is made.

7.10 Multiple Buildings

Each building or structure must have its own water service from the water main, unless the Water System has approved special arrangements. However, properties having two single family residential dwellings supplied by the same water service may continue to be supplied by one pipe if they existed and were served in this manner prior to January 1, 1983.

In the event of failure of the pipe or if a billing dispute arises in these services existing before 1983, the owner(s) will be required to replace the single service with two separate services for each single family residential dwelling and/or commercial building. No front footage charges will be assessed for the additional source line. However, connection charges may be assessed.

7.11 Subdivision, Splitting, or Combining of Property

If a property has an existing water service serving more than one building, is subdivided into separate lots or parcels, and the owner does not have a direct water service, then he/she must install a separate water service from the water main. If it is necessary to construct the service across another property to reach the building, the owner must obtain a recorded easement from the other property owner. The existing water service coming from the adjoining property must be disconnected at the owner's expense.

In the event multiple buildings are attached to one another under single ownership, a single meter and service may be approved at the owner's request, provided such multiple buildings are combined into one tax parcel.

7.12 Hydrostatic Testing and Chlorination

Water services larger than two inches (2") shall pass the Water System's hydrostatic and bacteriological tests as outlined in the City of Grand Rapids Construction Standard Specifications. The Water System shall bill for all labor, material and equipment used in addition to the appropriate overhead and administrative costs established in the annual Water/Sewer Rate Study. Water services two inches (2") and smaller shall pass the hydrostatic test observed by the inspector.

7.13 Existing Water Service

Once water service is installed to a property it is considered the Water System's responsibility to maintain or replace equipment located in the public right-of-way including the water main and curb stop. Maintenance and/or replacement of the water service from the curb stop to the meter setting shall be the responsibility of the owner.

Connections may not be made to existing stub water services smaller than one inch (1") or made of material other than copper or ductile iron. Such pipes will be replaced within the public right-of-way from the main to the curb stop at Water System's expense. If the replacement requires an upgrade in size larger than the minimum classified sizes as noted in section 7.4 Sizing, the Owner is responsible for the entire cost of the service upgrade.

Former service lines that have been cut and capped at the watermain are not to be considered existing service lines that can be reconnected to. Properties with this situation and no other service lines extending to the property will be required to run new service lines to the property at time of development and at the cost of the Owner.

7.14 Repair and Replacement

Portions of water service (exclusive of fire protection service) located in public right-of-way or easement including the water main and curb stop will be maintained by the Water System. The entire length of fire protection service, along with the portion of water service between the curb stop and meter setting shall be maintained and/or replaced by the owner.

If water leakage is detected from any portion of a fire service, or between a curb stop and meter from any water service, the Water System shall notify the occupant and/or customer to make arrangements for repair. If proper repairs have not been made within ten (10) days of written notification by mail, the Water System may terminate service to the premises until appropriate repairs or replacements are made. In the event of danger to public or private property, or significant water loss to the system, the Water System may perform an emergency termination of service to the premises in accordance with Section 2.5 of these Rules and Regulations.

7.15 Improper Installation

If at any time it is found water service or sanitary piping was installed in violation of the applicable Plumbing Code or the Water System Rules and Regulations, the Water System

may order the owner or customer to comply with laws governing such work. A temporary hose connection to another location serviced by the Water System beyond ten (10) days is prohibited, unless approved under extreme conditions by the Water System Manager or his/her designee.

Written notification of such an order will be provided to the owner and/or customer. If compliance has not been obtained including payment of all fees and charges, within thirty (30) days of the notification, the Water System may terminate the water service until the corrections are made. There will be no redress for any damages occurring because of such termination. For approved installation of services refer to the appropriate figures in Appendix III, Diagrams and Schematics.

When a contractor or plumber installs a new water service, the materials and workmanship shall be guaranteed from defects for a minimum period of one (1) year from the date of installation.

Section 8: Fire Protection Service

8.1 Fire Protection Service Review

Prior to approving installation of any fire protection system, commercial or residential, a review of the proposed system shall be completed by the Water System for the purpose of ensuring compliance with Water System requirements. In general, one fire protection service will be allowed per building. Additional fire protection services will be allowed only if specifically required by local or governing fire codes.

Backflow prevention will be required on fire protection systems in accordance with these rules and regulations (see Section XI: Cross Connection Control). The City of Grand Rapids assumes no responsibility for the design or adequacy of the fire protection system.

8.2 Fire Protection Service Charge

The Fire Protection Service charge is a flat rate fee for protection based on the size of the fire protection service. A separate Fire Protection Service Charge will be billed for each fire protection service to the premises (see Appendix II, Fees, Charges, and Penalties).

The Monthly Fire Protection Service charge covers the cost to the Grand Rapids Water System for the supply of water to the customer's fire protection service as well as the maintenance of the fire protection service from the watermain up to and including the City's shutoff valve on the fire protection service. The Monthly Fire Protection Service charge is reviewed and updated each year in the Water System Rate Study. There are no additional charges for the water used for testing and fire purposes unless the service is combined with the domestic service.

8.3 Charge for Unauthorized Use

Water service intended for fire protection may not be tapped or used for general water supply of any premises. If fire protection service is found to have been used for irrigation, cooling, or the general supply of any premises, the customer or owner may be billed a penalty for unauthorized usage as determined by the Water System (see Appendix II Fees, Charges, and Penalties). The Water System may terminate supply to the fire protection service ten (10) days after notification by mail if the unauthorized use continues. The penalty will double for each subsequent infraction and may include criminal prosecution. The Water System may terminate water supply until both the bill and penalty are paid in full.

8.4 Fire Protection Service Separate from Domestic Service

Fire protection service must be separate from domestic service except as specifically outlined in this section. (See Appendix III, Figure 4 "Typical Water Services for Fire and Domestic (Commercial/Non-Residential Use)").

8.5 Jockey Pumps

Jockey pumps may be installed on fire protection systems for the purpose of maintaining pressure in the system during non-fire flow conditions. The water supply to jockey pumps may be required to be supplied from the domestic water supply at an approved location downstream of the water meter. The City of Grand Rapids assumes no responsibility for the design or adequacy of the jockey pump installation.

8.6 Commercial Combined Fire and Domestic Pipes for Limited Area Fire Protection

A limited area fire suppression system may be supplied from domestic water service for Live/Work spaces and residential structures up to four stories. Said system will be an engineered system that adheres to NFPA 13R or the number of fire sprinkler heads does not exceed the number shown in the following table:

<u>Size of Water Service</u>	<u>Total Number of Heads</u>
1 ½ Inches	5
2 Inches	10

These limited area fire suppression systems must be approved and inspected by the governing municipalities' Fire Department. Fire suppression system connections must be made upstream of the meter between the inlet (building) control and meter valve. The fire suppression system connection must have a separate rising stem control gate valve and a double check valve assembly and be protected against backflow as required in Section XI: Cross Connection Control (see also Appendix III, Figure 5: "2" or Smaller Commercial Meter Setting with Optional Irrigation Meter and/or Limited Fire Service"). Any combined pipes for limited area fire suppression larger than two inches (2") or any variations of the previous guidelines will be prohibited unless specifically authorized by the System. Connection charges and monthly service charges will be determined by the meter size required for commercial needs and no additional fire protection account will be established or billed.

8.7 Residential Combined Fire and Domestic Pipes for Limited Area Fire Protection

A limited area fire suppression system may be supplied from the domestic water service for one or two unit residential dwellings. Said system will be an engineered system that adheres to NFPA 13D. The fire suppression system connections must be installed downstream of the meter and each connection must have a double check valve assembly (see Appendix III- Figure 10: "Residential Combined Fire & Domestic Pipe"). These limited area fire suppression systems must be approved and inspected by the governing municipalities Fire Department. The connection charge and monthly service charge for billing purposes will be determined by the meter size required for residential needs and no additional fire protection account will be established or billed.

8.8 Combined Fire and Domestic Pipes Four Inches (4") in Diameter and Larger

For existing facilities with combined pipes four inches (4") in diameter or larger to supply the domestic and fire flows, a combined domestic and fire protection meter shall be provided by the Water System and installed at the owner's expense (see Appendix III, Figure 8: "Pit Layout and Meter Setting for a 3" and Larger Meter T2 OMNI").

Monthly service charges will be determined by the meter size required for customer needs, and separate fire protection charges shall be billed. The fire protection charge shall be based on the size of the fire flow meter with a minimum being the charge for a six-inch (6") pipe size as provided in these Rules and Regulations.

8.9 Enforcement for Payment of Combined Fire and Domestic Pipes

The enforcement for payment shall be as specified in Section 4: Termination of Services for all combined fire and domestic services.

8.10 Discontinuance of Fire Protection Services

The Water System may terminate supply to a fire protection service under the following conditions:

- Without consent or notification only in the event of a water main break or a major connection leak that could cause serious damage to public or private property;
- Ten (10) days after notification to the occupant or customer by mail regarding leakage from any portion of the fire protection service;
- On a temporary basis upon request (verbal or in writing) by the occupant or customer for the purpose of repair to the fire protection system at the premises;
- On a long term basis, upon receipt of a letter from the occupant or customer requesting service be terminated. This must include written approval from the Fire Department and Insurance Carrier. The service shall be cut and capped at the Water System's discretion prior to charges stopping
- Ten (10) days after notification to the occupant and customer by mail that the account has reached point of delinquency for termination of service for non-payment.

It is the responsibility of the owner or their representative, under all conditions noted above, to notify the Fire Department upon termination and activation of fire protection service.

8.11 Requirement for Fire Protection System Supply

Installation of fire systems with or without fire hydrants are to be protected against backflow as required in Section XI- Cross Connection Control. A backflow preventer must be an approved assembly conforming to the requirements of Michigan Plumbing Code. Backflow preventers must be located on private property and upstream of all fire heads and hydrants. Backflow preventers must be located within the first 100 lineal feet of pipe from the location at which the fire protection service crosses the Right-of-Way line or edge of easement. The

preferred location for backflow preventers are in the building, however, if the 100 foot rule cannot be achieved backflow preventers are to be installed in an above ground heated structure or an underground chamber of suitable size which will allow for testing and maintenance.

8.12 Inspection

Regardless of size, each new fire protection service installation and repair of existing water services shall be tested and inspected by the Water System or designee before back-filling and water supply is permitted.

Section 9: Fire Hydrants

9.1 Fire Hydrant Use

Fire hydrants are installed for the primary purpose of emergency use by the Fire Department and for flushing of water mains by authorized Water System personnel.

9.2 Basic Hydrant Use Permit

Contractors and property owners may use fire hydrants under limited circumstances (such as new construction or for the filling of swimming pools) by first obtaining a fire hydrant use permit and hydrant connection (see Appendix II: Fees, Charges, and Penalties). Only those hydrant connections issued by the Water System will be permitted. Permits must be used in conjunction with an approved air gap or backflow prevention device. An approved air gap must be 1) at least twice the diameter of the supply pipe and 2) above the flood level rim of the receptacle. If these requirements cannot be met, users must provide a reduced pressure principle backflow prevention device. The backflow device must be attached immediately downstream of the hydrant connection. This applies to both Water System-owned fire hydrants and fire hydrants located on private property.

Hydrant use permits and hydrant connections shall be obtained at Water System Field Operations. Authorization of hydrant use is only applicable to the hydrant for which a permit was obtained. Refundable deposits are required for hydrant connections which are reimbursed upon satisfactory return of the equipment (see Appendix II, Fees, Charges, and Penalties). Field Operations does not issue hoses or backflow devices.

NOTE: Hydrant use permits will not be issued between November 1st and April 1st without specific authorization of the Water System Manager or his/her authorized designee

9.3 Special Hydrant Use Permit

The use of fire hydrants for construction purposes and other special projects is permitted after obtaining a special fire hydrant use permit from Field Operations. A deposit shall be required (see Appendix II: Fees, Charges, and Penalties). However, no other charge will be made to contractors for special permits. Metered hydrant connections may be required at the discretion of the Water System.

NOTE: Hydrant use permits will not be issued between November 1st and April 1st without specific authorization of the Water System Manager or his/her authorized designee

9.4 Penalties and Confiscation of Illegal Hydrant Connections

Any hydrant connection or equipment not issued by the Water System under an authorized and valid hydrant use permit which is used to operate a hydrant shall be considered illegal. Authorized Water System personnel may confiscate illegal connections, seek damages, and enforce fees and laws as determined appropriate. Confiscated equipment may be recovered upon payment of appropriate penalties as determined by the Water System (see

Appendix II, Fees, Charges, and Penalties). Any confiscated equipment not recovered within 30 days shall be disposed of by the Water System.

9.5 Operation of Hydrants

After the hydrant connection has been installed, the hydrant valve must be opened fully at the commencement of work each day and closed following the cessation of work. The gate valve on the hydrant connection is to be used for regulating water flow. The hydrant must be left in normal operating condition for fire protection purposes each night, or whenever work has terminated.

In the event a leak develops around the barrel, stuffing box, or caps of the hydrant, the hydrant must be shut off and the leak reported to Field Operations immediately.

9.6 Damage to Hydrants

Any person who directly or indirectly causes damage to a fire hydrant, either willfully or accidentally, shall be charged for all actual and/or incidental costs incurred by the Water System for repair and/or replacement of the hydrant.

9.7 Relocation

Whenever an existing fire hydrant interferes with an existing or proposed drive, parking in front of a building or property, or with plans to change the existing grade property owners may request the Water System move a hydrant at their expense.

If it is found upon investigation by Field Operations the hydrant may be relocated to an acceptable location to both the Fire Department and interested property owner, a cost estimate will be made and submitted to the property owner.

Relocation will not commence until the property owner provides a deposit equal to the estimated project cost or furnishes an acceptable purchase order to Field Operations. In special circumstances, hydrants may be relocated at the Water System's expense.

9.8 Private Fire Hydrants

All private fire protection hydrants shall be painted red. It is the contractor's responsibility to ensure all newly installed private hydrants are painted red. Private hydrants shall only be used for emergency fire suppression, any other use requires a hydrant permit from the Water System and payment for consumed volume.

Section 10: Meters

10.1 Meters and Remote Reading Devices are Required

All premises consuming water, except those otherwise provided for in these rules and regulations or as stated in Grand Rapids City Code, will have water volume measurements taken by a meter provided by the Water System. Additionally, the Water System will furnish a remote reading device. After installation of the water meter and remote reading device, no person other than an authorized employee of the Water System shall:

- Disturb
- Break
- Interfere with the seal
- Change the location
- Alter, or
- Interfere in any way

Individuals found guilty of any offense listed above shall be subject to punishment in accordance with state and local statutes in addition to applicable fees outlined in the Water Sewer Rate Study (see Appendix II, Fees, Charges, and Penalties).

10.2 Meter Access

It is the customers' responsibility to provide Water System representatives adequate access to meters and remote reading devices. Obstacles that prevent convenient access to the meter, remote reading device, or adjacent valves must be removed. Owners must provide an accessible location for their meter so they can be easily installed, read, tested, inspected, changed or removed by authorized Water System employees.

If meter access is required by the Water System, the customer shall provide such access as noted on bills, or otherwise presented. Customers must contact customer service at 311 or (616)456-3000 within ten (10) days to make satisfactory arrangements for a meter reading. If a customer fails to make appropriate contact or keep arrangements, water/sewer service may become eligible for termination due to non-compliance. A processing administrative fee for cutoff review may be charged and any past due balance must be paid and meter service completion must be done before service is restored (see Appendix II, Fees, Charges, and Penalties).

If appointment arrangements are made and the reading is still impossible to obtain, a penalty for failure to keep an appointment will be charged (see Appendix II, Fees, Charges, and Penalties).

10.3 Building Plans Required

Building plans for commercial, industrial, and multiple-unit residential buildings (those

containing four (4) or more units), are submitted to the Grand Rapids Development Center for approval. The Water System will determine an appropriate meter size and setting determined by the type and number of water utilizing fixtures. Service will not be provided until building plans have been reviewed, the necessary permits are issued and all fees are paid.

During construction of the building, specifications regarding wiring for future outside reading devices are made. Devices are to be installed on the front of the structure. If this specification cannot be reasonably accommodated, the remote device is to be installed on the side of the structure (as close to the front as possible).

10.4 Meter Setting Fee

For initial meter installation and/or reinstallation of meters previously removed, meter setting fees are assessed by the Water System at the Grand Rapids Development Center.

The meter setting fee will not apply for meter replacements as determined by the Water System. However, meter installation fees will apply for change in meter size or meter setting as not determined through asset management by the Water System.. Meter fees will be assessed according to the schedule (see Appendix II: Charges, Fees, and Penalties).

NOTE: All fees and charges are due prior to installation of the meter and provision of water services.

10.5 Meter Protection

The Water System owns all meters and will repair or replace as determined by asset management and decision of the Water System. Damage, loss or meter replacement determined not to be at the Water Systems discretion in accordance to asset management, for reasons resulting from private side water systems (including but not limited to private water wells or private water treatment systems) or negligence on behalf of the property owner current or previous, are properly chargeable to the property at time of replacement. Negligence includes, but is not limited to the following:

- Vandalism
- Theft
- Freezing
- Damage
- Tampering

Customers will be charged according to the average cost of repair and/or replacement of damaged equipment. Additionally, overhead and administrative costs deemed appropriate may be included as additional fees.

The customer should notify customer service at 311 or (616)456-3000 of any suspected

malfunction of or missing equipment.

10.6 Volume Exceeding Meter Rate

Meters damaged by operating them at a greater volume than the maximum delivery capacity for the particular class of meter (as outlined in the American Water Works Association (AWWA) Standards for Cold Water Meters) shall be repaired or replaced by the Water System. The cost for repairs shall be charged to the customer or owner. The Water System may order the customer or owner to have a larger meter installed at their expense

10.7 Remote Reading Device Accuracy

The meter is a water-measuring device installed inside the building. The remote reading device is installed outside the building. Water measurement is transferred to the remote reading device through a connecting wire. In the event of a discrepancy, inside meter readings will be used for billing purposes unless clear evidence of meter malfunction is indicated.

10.8 Meter Testing

A meter may be tested whenever the Water System has reason to believe it is failing to function properly. Personnel or contracted vendors will be used to test meter accuracy. If a meter test results in showing meter inaccuracy in the favor of the Water System (over recording), the meter will be repaired or replaced at no charge to the customer.

A meter may be tested at customer request for the costs outlined in Appendix II, Fees, Charges, and Penalties. The customer must be current on water/sewer charges, and the customer must call customer service to schedule an appointment for the date of a meter removal, an appointment for testing, and an appointment for meter installation and reconnection. During the time of testing, the water will be off at the curb. Additionally, if water is desired at the location, the customer has the option to have the meter replaced with a new meter if test fees have been paid and other terms of meter testing is met. If the test results conclude there was no error in favor of the Water System, the cost of replacing the meter will be assessed on the customer account in addition to the meter testing fee.

If a customer requests a test of their meter, and the defective meter is repaired or replaced, an estimated bill shall be sent based upon average daily use obtained from new meter readings. Charges shall be prorated according to the number of days for which service was provided. If the meter is tested and found to be recording at a rate not in favor of the Water System, a Meter Testing Fee shall be applied to the customer's account (see Appendix II, Fees, Charges, and Penalties).

A meter is considered accurate when it registers within five percent (5%) more than the actual quantity of water passing through it or any amount less, unless not registering or other meter readings show error beyond 5% in customer favor.

In situations of meter test favoring the water system or customer in excess of 5%, the adjustment period will be limited to 1 year back from meter removal date. Adjustment will be limited to the period subsequent to the meter change or repair.

10.9 Meter and Remote Reading Device Location

Owners are responsible for providing a suitable location free of debris, obstacles, or access issue for remote reading devices. Water System approved locations are:

- On the front of the building or
- On the side of the building (as close to the front as possible)
- Remote reading devices may be installed for restricted access spaces at the owners cost if remote reading is available in the prospective area.

The Water System reserves the right to not set a meter if the remote reading device cannot be installed on the building. If Grand Rapids Water System deems it impossible to mount the remote reading device, arrangements for installation will be made at the owner's expense. Meters must:

- Be set in an upright position in a horizontal line.
- Not be located where oil, sewage, or similar contamination is present or possible.
- Not be located in crawl spaces, cabinets, cupboards, under stairs, bathrooms, bedrooms, or residential space.
- Placed inside the building wall nearest the water main.

In circumstances preventing a normal meter setting, Grand Rapids Water System may require construction of a meter pit. See Section 10.15 Meter Pits.

10.10 Meter Settings

Meter settings are the owners' responsibility. The Water System maintains responsibility for maintenance, repair, and/or replacement of meters and couplings. Grand Rapids Water System will only set meters when:

- Water services are properly plumbed,
- Services are constructed of approved materials, and
- A remote reading device may be installed.

It is the owner's responsibility to ensure proper plumbing installation and materials are used (see Appendix III, Figure 2: "Typical $\frac{5}{8}$ " x $\frac{3}{4}$ " or full $\frac{3}{4}$ " Residential Meter Setting" and Figure 5: "2" or Smaller Commercial Meter Setting with Optional Irrigation Meter and/or Limited Fire Service T2 OMNI").

10.11 By-Pass

A by-pass must be installed around the meter for all commercial, industrial, and multiple unit residential dwellings containing four (4) units or more. Meters on pipes used only for irrigation purposes are not subject to this rule. By-pass gate valves must be equal to or larger than the meter.

Galvanized pipe may not be used ahead of the bypass gate valve.

10.12 By-Pass Valve

The by-pass valve will be closed and sealed at all times. In an emergency, the owner, customer, or occupant may break the seal and open the by-pass valve. Customer Service must be notified at 311 or (616)456-3000 within twenty-four (24) hours of emergencies requiring such action, but should be notified as soon as possible. By-pass valves are not to be operated without Water System notification within 24 hours and are the property owner's responsibility to exercise and otherwise maintain. Routine maintenance, such as valve exercising shall not be conducted without Water System notification and approval prior to performing such action. If a by-pass valve is found open without proper notification, the open valve shall be prima facie evidence of unlawful water use. Grand Rapids Water System may terminate the water supply and services shall not be restored until double the estimated quantity of water and sewer used plus all penalties have been paid (see Appendix II, Fees, Charges, and Penalties). Additionally, the Water System Manager is authorized to pursue legal action in accordance with Michigan Penal Code and Local Ordinances.

10.13 Seasonal Meter Installation and Removal

A water meter installed for lawn sprinkling or for other recurring seasonal use may be removed and reset after arrangements have been made with the City of Grand Rapids Customer Service. The standard meter installation fee will be charged each time a meter is re-installed (see Appendix II: Fees, Charges, and Penalties). Customers leaving their property vacant for thirty (30) days or more may request the water supply be terminated. An account shall be deemed active and a Readiness to Serve charge shall continue to accrue as long as a meter is installed (see Appendix II: Fees, Charges, and Penalties). Customer initiated termination of service will not be performed during periods of time when the Grand Rapids Water System has reason to believe the customer, landlord, tenant, property manager, or anyone in relation to the property and/or account is in a period of legal dispute for any reason. This includes, but is not limited to, divorce, death, and landlord/tenant disputes.

Draining of the plumbing to prevent damage to the premises is not the responsibility of the Water System. A meter setting fee will be charged when service is restored (see Appendix II: Fees, Charges, and Penalties).

10.14 Vacant or Abandoned Premises

When a building is to become vacant or demolished, the water meter must be removed by

the Water System. Removal of a water meter to stop readiness-to-serve charges indicates to the System that you will not be using either the Water or Sanitary Sewer System for an extended period of time. Hose connections to other properties or any discharge to the Sanitary Sewer System is NOT AUTHORIZED and any use of either System during said period of no meter will be considered prima facie evidence of unlawful water use. The customer or owner will be billed for all lost or damaged meters. Draining of the plumbing and meter to prevent damage is not the responsibility of the Water System. While a meter is installed, accounts are deemed active and Readiness to Serve charges will continue to accrue (See Appendix II, Fees Charges and Penalties).

10.15 Meter Pits

If the Water System determines it is necessary to install the meter in an outside pit, owners are required to construct the meter pit as shown in these Rules and Regulations. Construction must include the meter setting and conduit to the remote reading device (see Appendix II: Diagrams and Schematics).

All construction, maintenance and replacement costs of the pit and meter setting are the responsibility of the property owner. All pits will be located on private property. For approved schematics (see Appendix III- Figure 6: "Precast Meter Pit for 2" or Smaller Meter and Figure 8: "Pit Layout and Meter Setting for a 3" and Larger Meter T2 OMNI").

New meter pits will not be allowed at sites where hazardous chemicals or materials potentially exist in the ground. It is required to relocate water meters which have been set in meter pit sites containing hazardous materials. These meter pits will be removed at the time building renovation and plan review occurs.

Section 11: Cross Connection Control

11.1 General

The Grand Rapids Water System is required by Michigan Public Act 399 of 1976, Part 14, and Rule 325.11404 to protect the integrity of the potable water supply by eliminating existing and/or potential cross connections. A cross connection is an arrangement of piping which could allow undesirable water, chemicals or bacteria to enter the potable water system as a result of backflow due to a back pressure or back siphoning situation.

All cross connections are prohibited except where backflow prevention devices as specified by the Water System are installed. The type of device required by the Water System may exceed, but will not be less than, the requirements of the Michigan Department of Environmental Quality rules or governing plumbing codes. Backflow devices shall be installed at the point of cross connection, at the meter setting, or both, as required by the Water System. Inspection of the water piping system to locate possible cross connections and specify the type of backflow prevention devices required will be performed by authorized Water System personnel or an authorized inspection agency. Inspections of commercial and industrial facilities will be scheduled on a revolving basis and reported annually to the Michigan Department of Environmental Quality. Facilities deemed by the Water System to pose a greater risk will be scheduled more frequently. Upon notification by the Water System, cross connections are expected to be eliminated within 30 days. However, the time frame may be adjusted contingent upon the degree of hazard involved and time needed to obtain and install the equipment. If additional inspections are necessary, a re-inspection fee for each additional inspection will be added to the water bill. If the cross connection has not been eliminated after a reasonable period of time, the Water System may discontinue service to the premises.

The Water System will keep sufficient and accurate records of the cross connection control program as required by the Michigan Department of Environmental Quality.

11.2 Cross Connections Prohibited

The following types of cross connections are specifically prohibited unless backflow prevention device(s) as specified by the Water System are installed:

- A cross connection between a public water supply and a secondary water supply. A private water storage tank supply from the public water supply shall be deemed a secondary water supply unless it is designated and approved for potable water usage.
- A cross connection made by submerged inlet, i.e. piping immersed in a tank or vessel, which may contain non-potable water or any contaminant or other liquid.
- A cross connection between a public water supply and piping which may contain sanitary waste or a chemical contaminant or other liquid, or any other non-potable piping systems.

11.3 Specific Requirements

The Grand Rapids Water System will require specific backflow prevention devices in the following situations:

(a) Air Conditioners:

Potable water for the use of air conditioning in excess of eight gallons of water per hour per ton of cooling capacity is prohibited. The potable water supply to air conditioning equipment shall be protected against backflow by a reduced pressure principle backflow preventer conforming to American Society of Sanitary Engineering (ASSE) 1013, American Water Works Association (AWWA) C511 or Canadian Standards Association (CSA) B64.4.

(b) Beverage Dispensers:

The water supply to a carbonated beverage dispenser shall be protected against backflow by a double check valve with an intermediate atmospheric vent conforming with ASSE 1012, CSA B64.3 or ASSE 1022, and any piping installed downstream of the device shall not be of the type affected by carbon dioxide gas.

(c) Boilers:

The potable water supply connection to a low pressure, non-chemically treated boiler shall be permitted to be protected against backflow by a double check valve with an intermediate atmospheric vent conforming to ASSE 1012 or CSA B64.3. High pressure boilers, or boilers where chemicals are introduced, or may have been introduced into the system in the past, the potable water supply shall be protected against backflow by a reduced pressure principle backflow preventer conforming with ASSE 1013, AWWA C511 or CSA B64.4.4. (High pressure boilers are defined in the Michigan Department of Environmental Quality Cross Connection Rules Manual as 30 PSI or above for water and 15 PSI or above for steam).

(d) Cooling Towers and Re-Circulated Cooling Water:

The makeup water supply to cooling towers and recirculation systems shall be protected against backflow with a reduced pressure principle backflow preventer conforming to ASSE 1013, AWWA C511 or CSA B64.4 or by an air gap of at least twice the diameter of the supply pipe above the flood level rim of the receptacle.

(e) Devices, Appurtenances, Appliances, and Apparatus:

Devices, appurtenances, appliances, and apparatus intended to serve some special function, such as sterilization, distillation, processing, cooling, or storage of ice or foods and that connects to the water supply system, shall be protected against backflow as required by the Michigan Plumbing Code. Water pumps, filters, softeners, tank and other appliances and devices that handle or treat potable water shall be protected against contamination.

(f) Fire Protection Systems:

The potable water supply to automatic fire sprinkler systems, standpipe systems and private fire hydrants shall be protected against backflow by a double check valve assembly conforming to ASSE 1015, AWWA C510 or ASSE 1048, or by a reduced pressure principle backflow preventer conforming to ASSE 1013, AWWA C511, CSA B64.4 or ASSE 1047. Where systems contain chemical additives or antifreeze, or where systems are connected to a non-potable secondary water supply, the potable water supply shall be protected against backflow by a reduced pressure principle backflow preventer. Existing fire protection systems (serving buildings not greater than three stories in height) shall be permitted to be protected against backflow by alarm checks, single checks and detection check meters, so long as the existing system does not contain chemical additives in which case it would be required to install a reduced pressure principle backflow prevention device that conforms to ASSE 1013, AWWAC511 or CSA B64.4. For location requirements, see Section 8.11 Requirement for Fire Protection System Supply. **Exception:** Isolation of the water distribution system is not required for deluge, preaction or dry pipe systems, unless equipped with a fire department connection.

(g) Flow Through Prohibited:

Customers that have more than one water service connection from the public water main to their premises shall not be permitted to arrange their water piping system in a manner that would connect the two water services and permit flow through. If the customer's water piping system must be arranged in this manner, each water service shall be protected against flow through by installing a reduced pressure principle backflow preventer conforming to ASSE 1013, AWWA C511 or CSA B64.4 or the system must be protected against flow through by another approved method. On water services provided for domestic use, the devices shall be installed downstream of the water meter and upstream of all branches or connections to the customer's piping system.

(h) Frost Proof Yard Hydrants:

Frost Proof Yard Hydrants shall be of an approved type and model as listed in the latest edition of the Michigan Department of Environmental Quality Cross Connection Rules Manual.

(i) Funeral Homes, Mortuaries, and Morgues:

The hot and cold water supplies to preparatory rooms shall be protected against backflow with a reduced pressure principle backflow preventer conforming with ASSE 1013, AWWA C511 or CSA B64.4, or by a pressure vacuum breaker conforming with ASSE 1020 or ASSE 1056 located near the ceiling and at least 12 inches above the highest point of contamination, or by another approved method.

(j) Heat Exchangers:

Heat exchangers utilizing an essentially toxic transfer fluid shall be separated from the potable water supply by double-wall construction. An air gap open to the atmosphere shall be provided between the two walls. Heat exchangers utilizing an essentially nontoxic

transfer fluid shall be permitted to be of single-wall construction.

(k) Hose Connections:

Sillcocks, hose bibbs, wall hydrants and other openings with a hose connection shall be protected against backflow by a sillcock or wall hydrant with a built in vacuum breaker conforming with ASSE 1019 or CSA B64.2.2, or by a pressure vacuum breaker conforming with ASSE 1020 or ASSE 1056, or by a permanently attached hose connection vacuum breaker conforming with ASSE 1011 or CSA B64.2, or by a permanently attached hose connection backflow preventer conforming with ASSE 1052, or by a reduced pressure principle backflow preventer conforming with ASSE 1013, AWWA C511 or CSA B64.4.

(l) Identification of Potable and Non-Potable Water:

In buildings where two or more water distribution systems, one potable water and the other non-potable water, are installed, each system shall be clearly labeled.

(m) Installation of Backflow Prevention Devices:

All backflow prevention devices shall be installed and utilized in accordance with the manufacturer's instructions and governing plumbing codes.

(n) Lawn Irrigation System:

The water supply to irrigation systems shall be protected against backflow by an atmospheric vacuum breaker conforming with ASSE 1001 or CSA B64.1.1, or by a pressure vacuum breaker conforming with ASSE 1020 or ASSE 1056 located at least 6 inches above the highest head, or by a reduced pressure principle backflow preventer conforming with ASSE 1013, AWWA C511 or CSA B64.4. Where chemicals are introduced into the system, the potable water supply shall be protected against backflow by a reduced pressure principle backflow preventer.

(o) Plumbing Fixtures – Potable Water Requirements

Only potable water shall be supplied to plumbing fixtures and plumbing appliances that provide water for drinking, bathing, culinary purposes, processing food, medical purposes, or pharmaceutical products. Unless otherwise provided for in Michigan Plumbing Code, all plumbing fixtures and plumbing appliances shall be supplied with potable water.

Exception: Hose connections that are supplied with water from a non-potable process piping system and used for a non-potable purpose shall be clearly labeled non-potable. The potable water supply shall be protected against backflow at the point of connection to the non-potable piping system by an approved backflow prevention device.

(p) Portable Equipment:

All portable equipment connecting to the potable water system shall be protected against backflow in accordance with the latest edition of the Michigan Department of Environmental Quality Cross Connection Rules and governing plumbing codes.

(q) Urinals:

The potable water supply to a urinal shall be protected against backflow by a flushometer valve conforming to ASSE 1037 with a vacuum breaker conforming to the performance requirements of ASSE 1001 or CSA B64.1.1, or by another approved flushing device with a vacuum breaker conforming to the performance requirements of ASSE 1001 or CSA B64.1.1.

(r) Water Closets:

The potable water supply to a water closet shall be protected against backflow by a flushometer valve conforming with ASSE 1037 with a vacuum breaker conforming to the performance requirements of ASSE 1001 or CSA B64.1.1, or by an anti-siphon ballcock conforming to ASSE 1002 or CSA B125. The ballcock/fill valve backflow preventer shall be located a minimum of 1 inch above the full opening of the overflow pipe.

(s) X-Ray and Photo Developers:

The potable water supply to any tank or vessel used for film development shall be protected against backflow by an air gap of at least two times the diameter of the water supply pipe above the flood level rim of the receptacle, but not less than 1 inch, or by an atmospheric vacuum breaker conforming with ASSE 1001 or CSA B64.1.1, or by a Pressure Vacuum Breaker conforming with ASSE 1020 or ASSE 1056, or by a reduced pressure principle backflow preventer conforming with ASSE 1013, AWWA C511 or CSA B64.4.

11.4 Installation and Testing

All backflow prevention devices shall be installed in a location accessible for routine inspection, testing, and required repair. Whenever a unique cross connection piping arrangement is encountered which may not be covered clearly by these rules, the Water System shall determine the necessary backflow prevention required.

The water customer shall be responsible for installation, testing and maintenance of all backflow prevention devices on his/her premises. Backflow prevention devices shall be tested annually. Satisfactory test results shall be provided to the Water System annually upon notification. Exceptions: (1) Commercial and multi-family residential customers that are not deemed by the Water System to pose a significant risk shall submit satisfactory test results biennially (every other year) upon notification by the Water System. (2) Residential customers with a 1" meter or less shall submit satisfactory test results once every five years upon notification by the Water System.¹ (3) Upon Water System approval, municipal backflow prevention devices not in service shall not be required to be tested.

All devices shall be tested by an individual holding an active ASSE 5110 certification and any required repairs shall be completed by a licensed plumber. Refusal or failure to have a backflow prevention device installed, tested or maintained may result in the water service being terminated as deemed necessary by the Water System to protect the health of the public

water supply customers.

Administrative fees may also be assessed as defined by the current year Water System rate study. Removal or relocation of backflow prevention devices requires prior approval by the Water System.

Plumbing permits are required to be secured prior to the installation, relocation or replacement of backflow prevention devices. Failure of the testing agency to secure permits may result in future backflow prevention test forms not being accepted by the Water System.

¹ September 3, 2010 - The Michigan Department of Environmental Quality is permitting residential customers of the Grand Rapids Water System to submit satisfactory test results for backflow prevention devices on a five year basis; this is based on the start-up of the residential program and will be evaluated periodically by the Michigan Department of Environmental Quality.

Appendix I: Definitions

Backflow- Shall mean water of questionable quality, wastes, or other contaminants entering a potable water supply system due to a reversal of flow.

By-pass- Shall mean a length of pipe which bypasses the meter installed for the purpose of providing an emergency supply of water.

Combined Service- Shall mean a water service whose primary purpose is to supply water for general usage, but also supplies water for fire protection purposes.

Commercial User- Shall mean a person whose premises are used to offer services and/or products such as retail and wholesale stores, gasoline stations, restaurants, schools, churches, hotels, motels, nursing homes, private clubs, theaters, office buildings and governmental buildings. The sewage factor is equal to the volume of water used.

Commodity Charge- Shall mean a variable unit charge payable, as determined through the annual rate study, payable by a user based on the metered water/sewer volume.

Cross Connection- Shall mean a connection or arrangement of piping or appurtenances between a potable water system and any other source or system through which a backflow of water of questionable quality or contaminants could occur.

Curb Stop- Shall mean the valve, which is part of the water service, located at or near the property line and operated and maintained by the Water System.

Customer- Shall mean a person who makes application for water and/or sewer service or a person who receives such service pending receipt of an application pursuant to Section II.

Utility Business Office- Shall mean the Division of the Water System that is responsible for the preparation and mailing of bills for water and/or sewer service, the processing of payments received for services billed, inquiries concerning service, and the preparation and maintenance of the customer accounts including applications for service.

Domestic Service- Shall mean a water service line supplying water for all purposes excluding fire protection purposes.

Field Operations- Shall mean the Division of the Water System responsible for the maintenance, operation and repair of water mains, valves, hydrants, and water service lines; the testing and chlorinating of water mains and appurtenant facilities; the tapping of water mains for water connections and other similar types of work involving System maintenance.

Fire Protection Service- Shall mean a water service line supplying an automatic sprinkler system, hose connection, or hydrant for fire protection purposes.

Grand Rapids Development Center- Shall mean the Water/Sewer System Section responsible for appropriate inspections, issuance or permits for installation, altering or maintaining water service, connections to the water system, tapping permits, and collection of connection fees. Located at 1120 Monroe Ave. NW, Grand Rapids, MI 49503.

HCF- Shall mean 100 cubic feet, one (1) unit of water, or 748 gallons.

Industrial User- Shall mean a person who operates a manufacturing or processing facility that is engaged in producing a product. The sewage factor is equal to the volume of water used.

Intermediate Transmission Lines- Shall mean those pipes, generally 12" to 16" in diameter, which not only transport water to one or more local service areas, but also provide local service in one or more service areas as well.

Local Distribution Lines- Shall mean those pipes, generally 6" to 8" in diameter, which serve only the abutting properties within only one (1) local service area.

Local Service Area- Shall mean the group of properties receiving water service through a line sized for those specific properties or specific area.

Meter Maintenance- Shall mean the section of the Water System responsible for the installation, replacement, maintenance and reading of water meters and remote reading devices.

Meter Setting- Shall mean the fittings, connections, and valves adjacent to the water meter including the inlet gate valve, outlet gate valve, and bypass gate valve when required, test tee when required, and the couplings, nipples, and spacers necessary for a complete meter installation, but does not include the meter.

Occupant- Shall mean a person who occupies a premises and causes water and/or sewer service to be used.

Owner- Shall mean a person who is shown as the taxpayer of record for a particular premise.

Payment Arrangement- Shall mean an arrangement for payment if the customer is unable to pay the past due balance by the due date.

Person- Shall mean any individual, firm, partnership, association, public or private- corporation, Limited Liability Company, public agency, municipality or any other entity receiving water/sewer service.

Premises- Shall mean each lot, parcel of land, or building having any connection to the Water System and/or Sewer System.

Primary Transmission Lines- Shall mean those pipes, which are generally 24" and larger, whose only function is to transport water to and through one or more local service area. Grand Rapids Water System shall not permit connection of water service to primary transmission lines.

Readiness to Serve Charge- Shall mean the fixed monthly service charge payable by the user. This charge is determined through the annual rate study and is based on meter size. The charge is intended to recover those costs associated with maintaining the Water System and customer accounts.

Residential User- Shall mean a person whose premises are domiciles for single or multiple family use. Sewage usage billed for residential customers shall be based upon the volume of water used during the fourth (4th) or winter quarter.

Sewage Factor- Shall mean the volume of discharge into the sewer system that is billed.

Stub Water Service- Shall mean any pipe connected to the water main intended for service to a premise that is physically connected to that premises, but rater is capped within the right-of-way or public easement. The stub water service includes the connection to the water main (corporation stop), the shutoff valve or curb stop, as well as the pipe.

Unit- Shall mean the measurement of water/sewer consumption equivalent to 100 cubic feet or 748 gallons.

Utility Engineering- Shall mean the Division of Water/Sewer System responsible for maintenance and updating of system records and data including hydrant flow tests, review of construction projects with water extensions or those projects which impact existing water utilities, review of commercial and industrial building plumbing plans, fire sprinkling plans, water service locations, water meter sizing and related functions.

Water Main- Shall mean the primary and intermediate transmission lines and the local distribution lines of the System.

Water Service- Shall mean the pipe connecting the water main with the premises served. The water service includes the connection to the water main (which is the corporation stop), the shutoff valve or curb stop, and the pipe leading to the inlet gate valve at the meter setting.

Water Supply Fund- Shall mean the general financial accounts of the Water System supplied by the rate payers and used to fund specific capital construction projects with respect to the Water System infrastructure.

Water System- Shall mean the City of Grand Rapids department that is responsible for the operation of the Water Systems which consists of authorized personnel, plants, works, instrumentalities, lines, and properties now or hereafter existing, used or useful in the obtaining of a water supply, its treatment, distribution, and all other necessary functions including management of water and sewer accounts.

Water System Manager- Shall mean the Manager of the Grand Rapids Water System or his/her authorized representative.

Appendix II: Fees, Charges, and Penalties

As outlined and defined by the Grand Rapids Water Sewer Rate Study

Fees, Charges, and Penalties		2019 Fee (\$)
Fire Protection Monthly (based on pipe size)		
6"		\$18.94
8"		\$33.62
10"		\$52.66
12"		\$75.77
Hydrant Use Per Season		
Hydrant Use Permit Fee (Non-Metered Hydrant Connection - Residential Customers)		\$50
Hydrant Use Permit Fee (Metered Hydrant Connection)		\$300
Non-Metered Hydrant Connection Use Fee (pool filling per connection)		\$100 (Refundable Deposit) + \$75/week
Metered Hydrant Connection Use Fee (per connection)*	\$500 (Refundable Deposit) + \$25/week+ metered volume*	
* Plus metered volume (Commodity Charges at City of Grand Rapids Rate)		
Tapping Permits		
All sizes		\$375
Meter Installation and Service On/Off Requests		
<i>Normal Service Hours 8am - 7pm M-F, all non-emergency service requests must be scheduled</i>		
All Sizes		\$50
Inspection/Repair Scheduled On \$ Off Request (may also need meter install)		\$60
Meter Replacement (Non-System Planned/Scheduled Replacement)		
<i>Meter Replacement Fee: Charged to customer at time of discovery of a system known meter that requires replacement outside of Water System planned replacement program scheduling as a result of infrastructure loss (Frozen/Missing/Stolen/Damaged), unnecessary replacement, and/or customer request. Customer requested meter replacement requires meter testing prior to approval.</i>		
¾"		\$210
1"		\$250
1 ½"		\$800
2"		\$900
3"		\$1,100
4" or larger		Cost
Meter Reading		
Final or Actual Reading		\$45
Meter Interface Unit Replacement		\$150

Meter Testing

Meter Testing Fee: Charged and paid by customer prior to test, if test results find the meter to read in error beyond AWWA acceptance and in the benefit of the Water System, the fee will be refunded and a new meter will be set.

¾" and 1"	\$100
1 ½"	\$200
2"	\$300
3"	\$400
4"	Cost

Security Deposit

Minimum Deposit Amount	\$500
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Miscellaneous

Street Opening Permit	\$100
Water Inspection Permit (Within City Limits)	\$70
Water Inspection Permit (Outside City Limits)	\$85
Sanitary Service Line Inspection Permit (Within City Limits)	\$70
Sanitary Service Line Inspection Permit (Outside City Limits)	\$85
Storm Service Line Inspection Permit (Within City Limits)	\$70
Storm Service Line Inspection Permit (Outside City Limits)	\$85
Footing Drain Lateral Inspection Permit (Within City Limits)	\$70
Footing Drain Lateral Inspection Permit (Outside City Limits)	\$85
Sewer Lateral Service Demolition/Cap off Inspection Fee (Within City Limits)	\$70
Sewer Later Service Demolition/Cap off Inspection Fee (Outside City Limits)	\$85
Plumbing Service Re-inspection Fee	\$70
Cross Connection Re-inspection Fee	\$75
Irrigation Service Cut/Cap Administrative Fee	\$65
Delinquent Commercial Backflow Test Fee (Per Device)	\$25
Hydrant Flow Test	\$200

Services

Customer requested on-site service (Customer Issue)	\$100
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Penalties

Late Payment Penalty	10% of Net
Return check or payment charge (City Treasurer processing fee)	\$30
Administrative Fee (documentation creation, research/review of service location or account) (FOIA may still be required)	\$55
Missed Appointment	\$45

Unauthorized operation, tampering, or removal of any Water or Sanitary Sewer System owned or maintained, valve, asset, infrastructure, or equipment (for example, but not limited to, bypass valves, distribution valves, service valves, meters, meter reading equipment, hydrants, and curb stops) ** & ***	\$500
Unauthorized or Illegal connection to any Water or Sanitary Sewer System owned pipe, property, and/or private plumbing system served by the Water and/or Sanitary Sewer System ** & ***	\$500
Failure to return or return of damaged beyond repair/repairable hydrant connection equipment	Cost + 10%
Repair/Replace damage to a fire hydrant	Cost + 10%
Permit infractions/violations ** & ***	\$100
Unauthorized service tap of Water or Sewer main** & ***	\$500

**** Plus double the commodity rate for estimated volume and any unbilled readiness to serve charges that may apply**

***** Penalties shall double with each subsequent infraction**

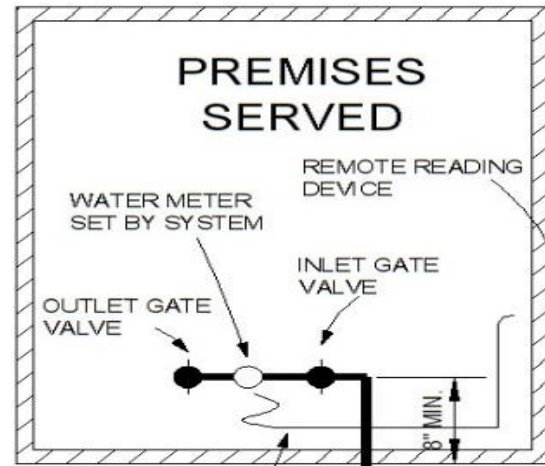
Miscellaneous Damage or Loss

Any cost recovery due to damage caused or undue oversight of any location, account, or infrastructure of the Water and/or Sanitary Sewer System will be charged in accordance with cost recovery methodology for time and materials, including a 10% administrative charge for processing	Cost + 10%
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*****As Approved by Grand Rapids Water/Sewer Rate Study*****

Appendix III: Diagrams and Schematics

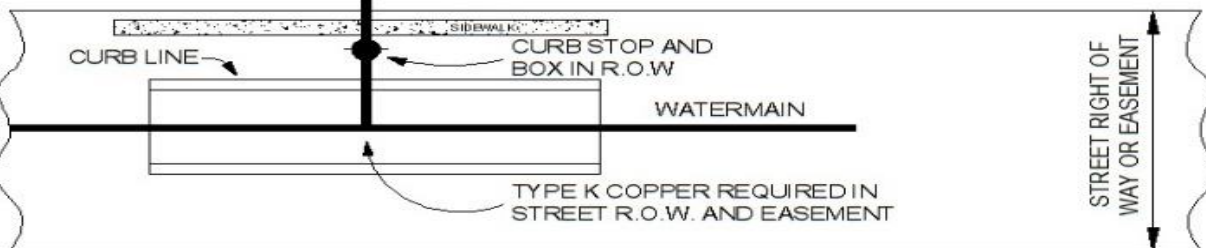
Figure 1: Residential 1" Water Service



NOTES:

- 1.) OWNER/CONTRACTOR TO PROVIDE ACCESS FROM METER SETTING TO APPROVED LOCATION ON OUTSIDE FACE OF BUILDING FOR INSTALLATION OF REMOTE READING DEVICE AND WIRING SUPPLIED BY SYSTEM. REMOTE READING DEVICE TO BE MOUNTED BETWEEN 30" AND 60" ABOVE FINISHED GRADE.
- 2.) PIPE MATERIAL FROM CURB STOP TO WATERMAIN SHALL BE "TYPE K" COPPER.
- 3.) DEPTH FOR WATER SERVICE PIPE SHALL BE 69" TO PIPE CENTERLINE
- 4.) CURB STOP IS TO BE LOCATED IN A NON PAVED PORTION OF THE R.O.W. IF A NON-PAVED PORTION IS NOT AVAILABLE, THE CURB BOX IS TO BE ENCLOSED IN AN 8" VALVE BOX AND COVER

PIPE MATERIAL SHALL CONFORM TO CURRENT EDITION OF THE MICHIGAN PLUMBING CODE, WITH THE USE OF "TYPE K" COPPER RECOMMENDED.



RESIDENTIAL 1" WATER SERVICE

GRAND RAPIDS WATER SYSTEM STANDARD DETAILS

REVISED:
8/05/11

BY:
JP

WS-1

Figure 2: Typical 5/8" x 3/4" or Full 3/4" Residential Meter Setting

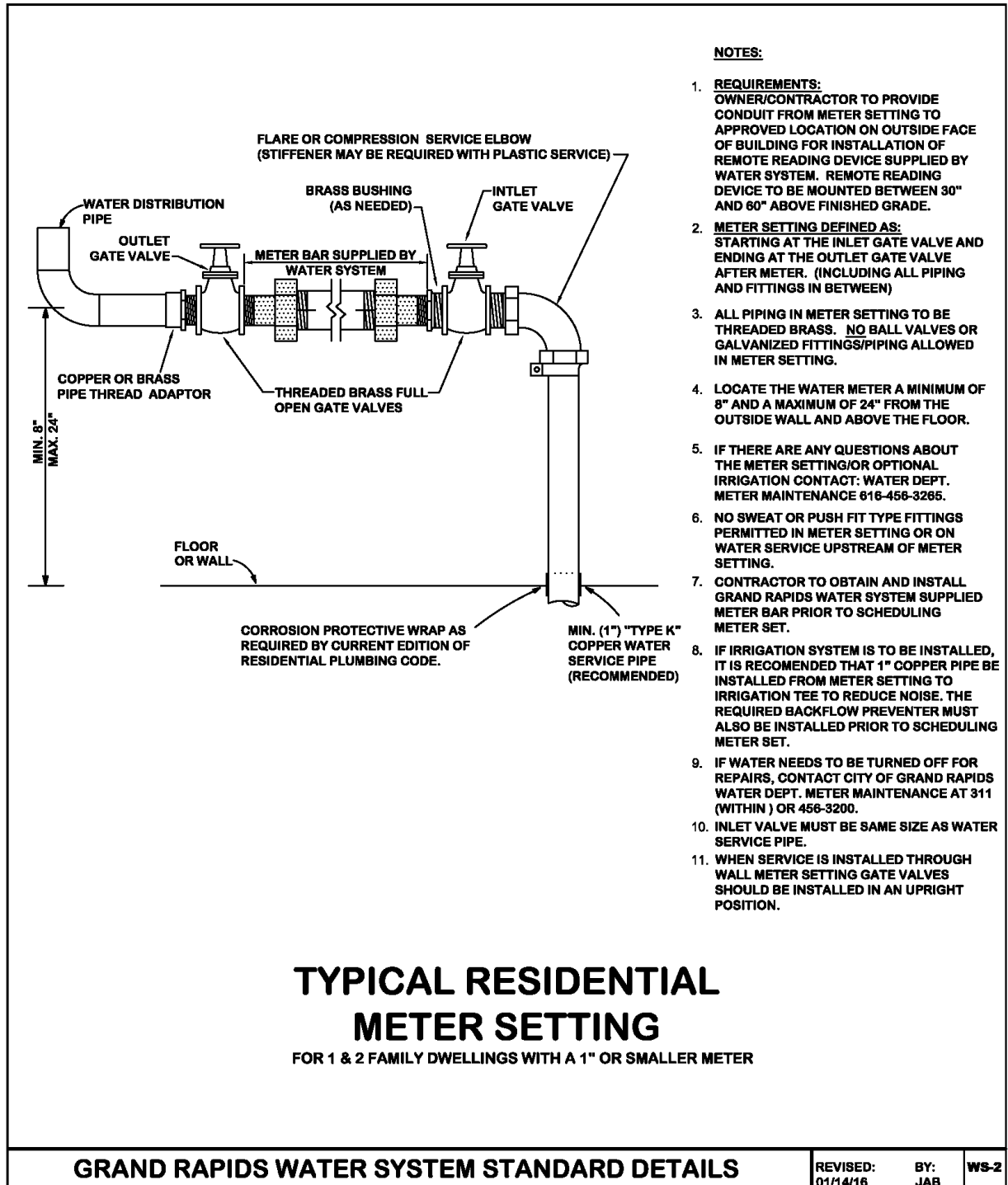
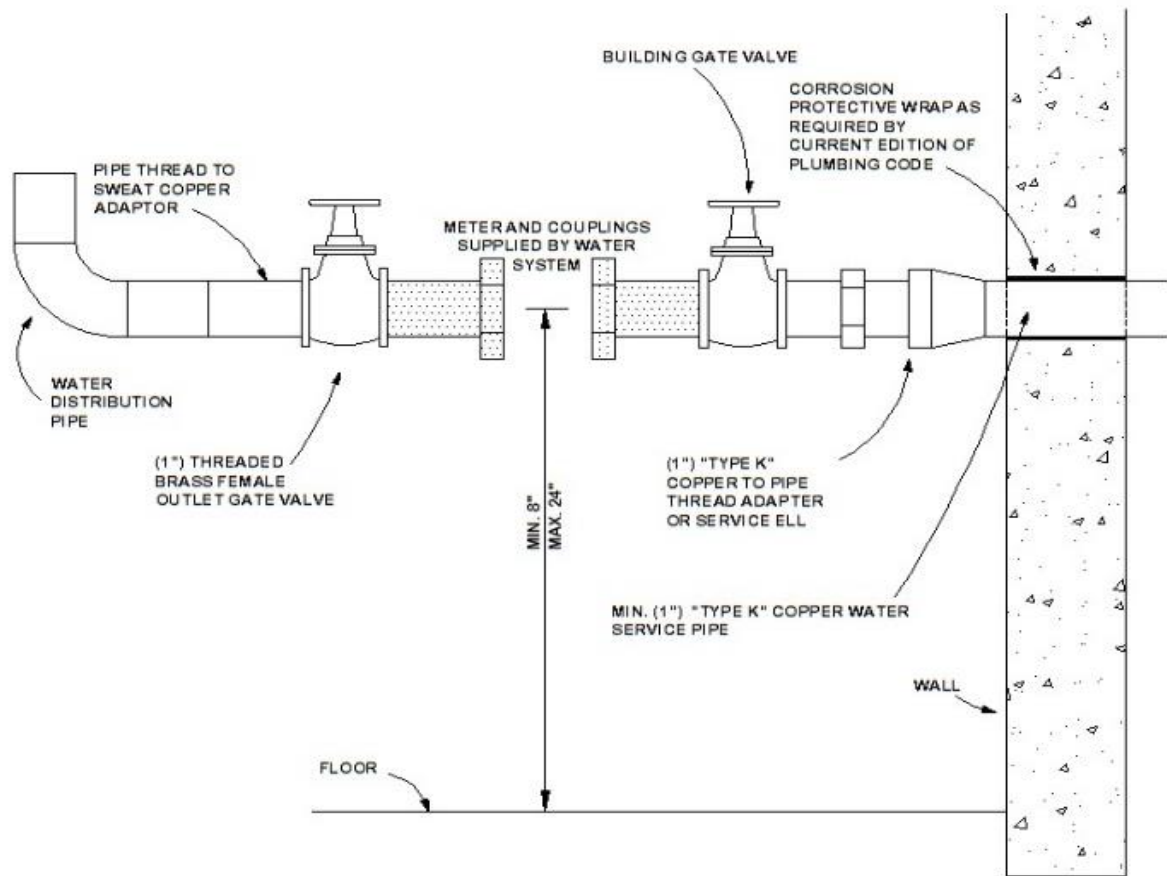


Figure 3: Typical 1" Residential Meter Setting



NOTES:

- 1.) OWNER/CONTRACTOR TO PROVIDE ACCESS OR CONDUIT FROM METER SETTING TO APPROVED LOCATION ON OUTSIDE FACE OF BUILDING FOR INSTALLATION OF REMOTE READING DEVICE SUPPLIED BY WATER SYSTEM. REMOTE READING DEVICE TO BE MOUNTED BETWEEN 30" AND 60" ABOVE FINISHED GRADE.
- 2.) IF IRRIGATION SYSTEM IS TO BE INSTALLED, IT IS RECOMMENDED THAT 1" COPPER PIPE BE INSTALLED FROM METER SETTING TO IRRIGATION TEE TO REDUCE NOISE.
- 3.) INLET VALVE MUST BE SAME SIZE AS WATER SERVICE PIPE.
- 4.) **METER SETTING DEFINED AS:**
STARTING AT THE BUILDING GATE VALVE AND ENDING AT THE OUTLET GATE VALVE AFTER METER. (INCLUDING ALL PIPING AND FITTINGS IN BETWEEN)
- 5.) ALL PIPING IN METER SETTING TO BE THREADED BRASS. NO BALL VALVES OR GALVANIZED FITTINGS/PIPING ALLOWED IN METER SETTING.
- 6.) LOCATE METER MIN. 12" FROM OUTSIDE WALL AND 24" MAX. FROM OUTSIDE WALL.
- 7.) IF THERE ARE ANY QUESTIONS ABOUT THE METER SETTING/OR OPTIONAL IRRIGATION CONTACT: WATER DEPT. METER MAINTENANCE 616-456-3904
- 8.) NO SWEATING OF FITTINGS WITHIN METER SETTING.
- 9.) CONTRACTOR TO OBTAIN AND INSTALL GRAND RAPIDS WATER SYSTEM SUPPLIED METER BAR AND COMPRESSION FITTING PRIOR TO HAVING METER SET.
- 10.) IF WATER NEEDS TO BE TURNED OFF FOR REPAIRS, CONTACT CITY OF GRAND RAPIDS WATER DEPT. METER MAINTENANCE 616-456-3249
- 11.) BUILDING VALVE MUST BE SAME SIZE AS WATER SERVICE PIPE

TYPICAL 1" RESIDENTIAL METER SETTING

GRAND RAPIDS WATER SYSTEM STANDARD DETAILS

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BY:
JP

WS-2A

Figure 4: Typical Water Services for Fire and Domestic (Commercial/Non-Residential Usage)

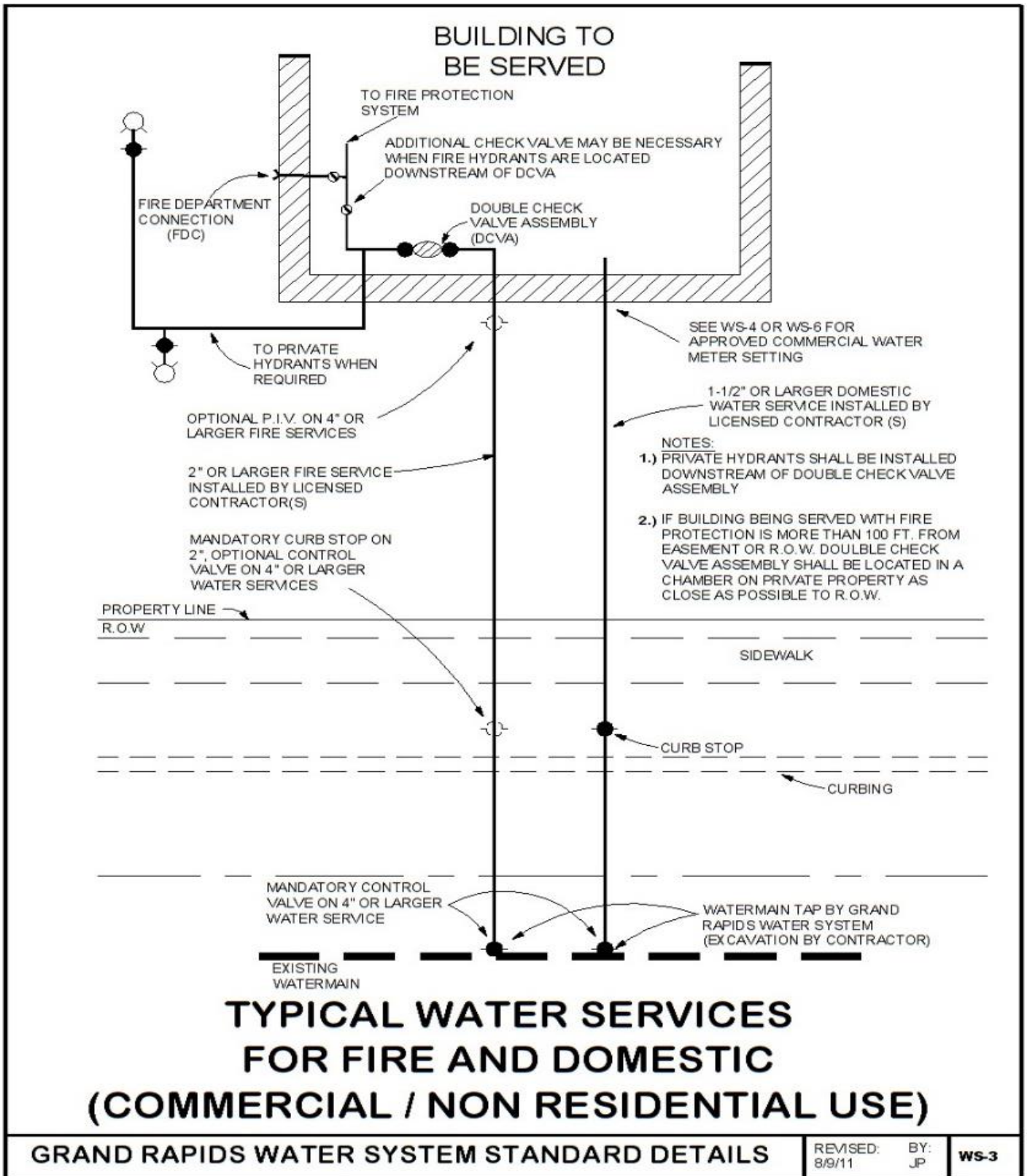


Figure 5: 2" or Smaller Commercial Meter Setting with Optional Irrigation Meter and/or Limited Fire Service T2 OMNI

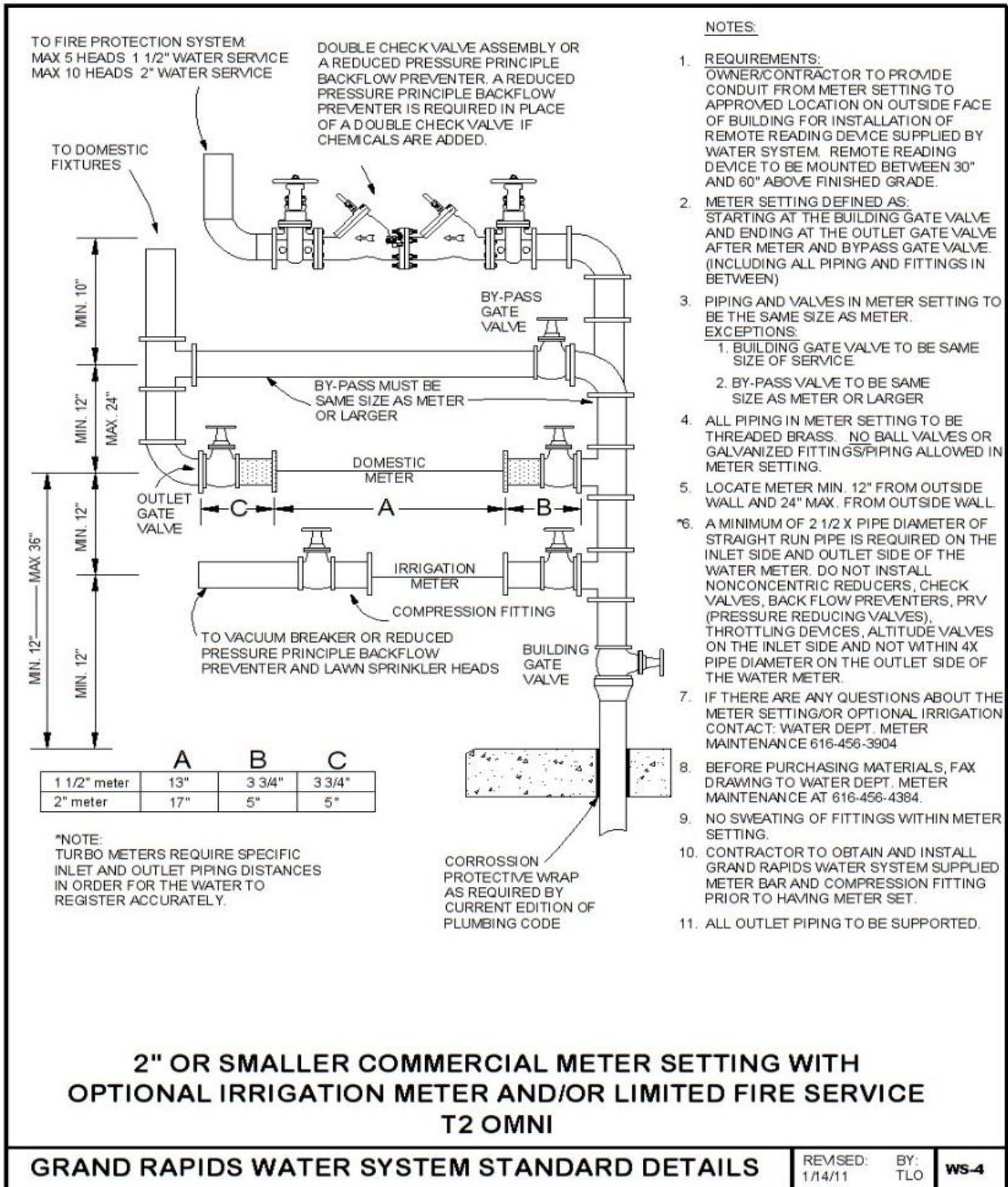
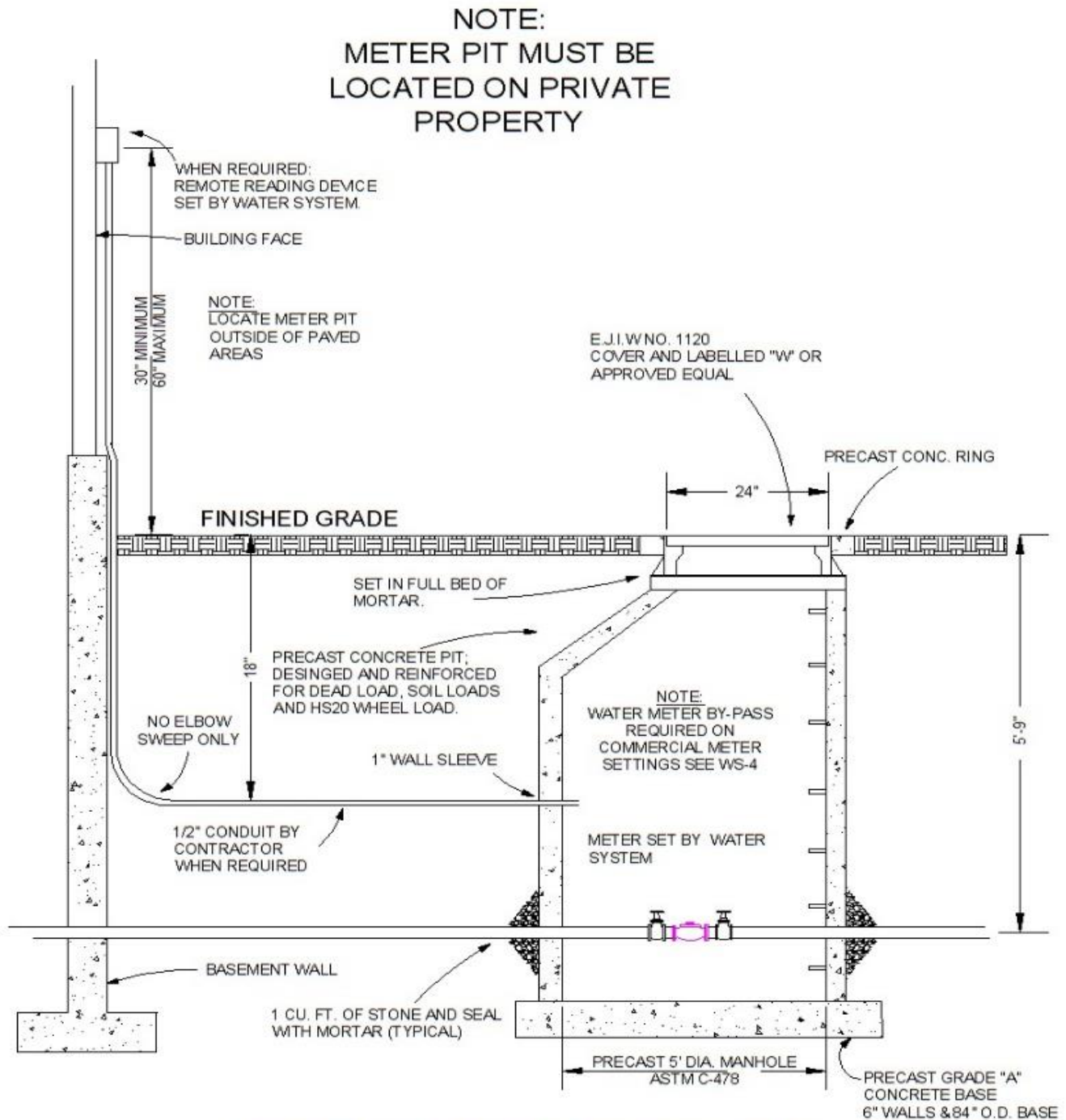


Figure 6: Precast Meter Pit for 2" or Smaller Meter



PRECAST METER PIT FOR 2" OR SMALLER METER

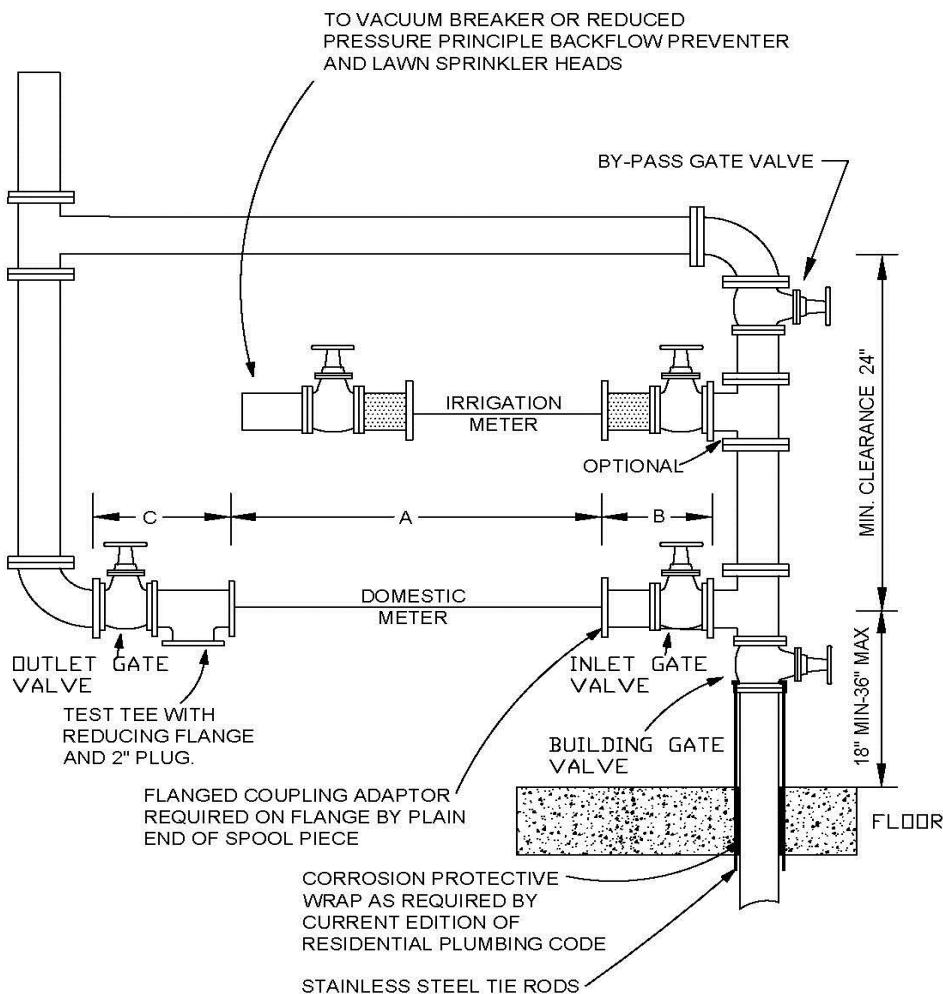
GRAND RAPIDS WATER SYSTEM STANDARD DETAILS

REVISED:
8/8/11

BY:
JP

WS-5

Figure 7: Inside Meter Setting for 3" or Larger Meters T2 OMNI



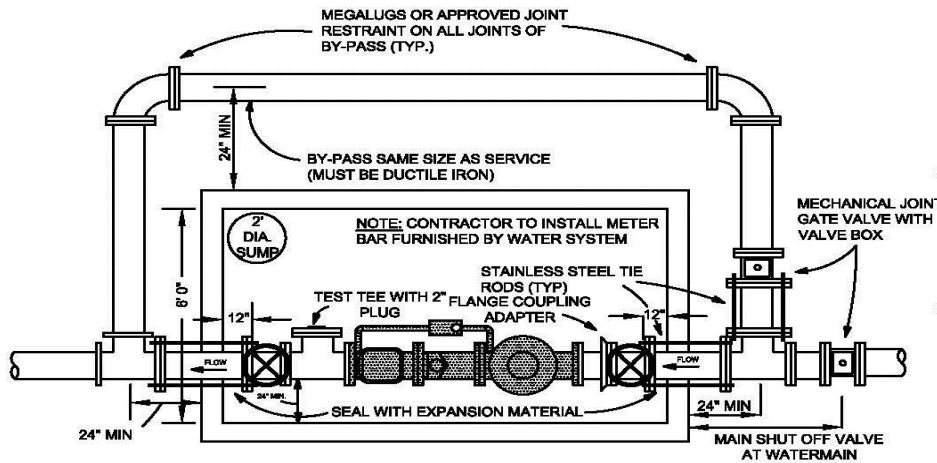
		A	B	C
3"	19 3/8"	7 1/2"	7 1/2"	
4"	23 3/8"	10"	10"	
6" AND UP	CONTACT WATER SYSTEM 456-3265			
ALL COMPOUND AND FIRELINE METERS				

NOTES:

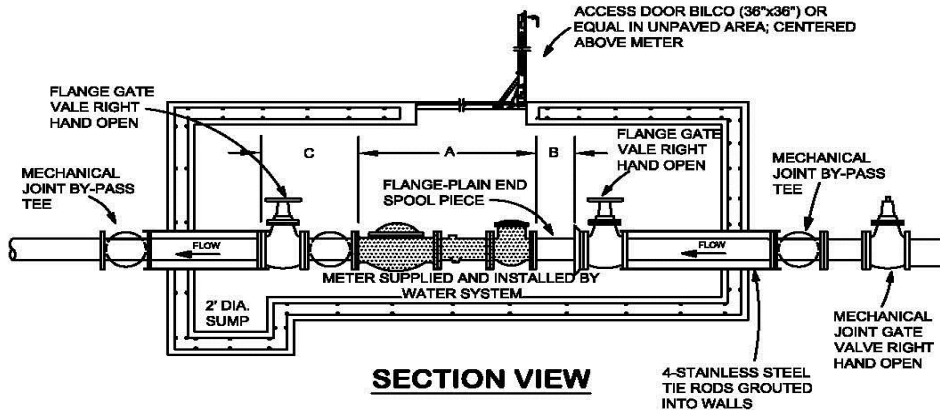
- 1. REQUIREMENTS:**
OWNER/CONTRACTOR TO PROVIDE CONDUIT FROM METER SETTING TO APPROVED LOCATION ON OUTSIDE FACE OF BUILDING FOR INSTALLATION OF REMOTE READING DEVICE SUPPLIED BY WATER SYSTEM. REMOTE READING DEVICE TO BE MOUNTED BETWEEN 30" AND 60" ABOVE FINISHED GRADE.
- 2. METER SETTING DEFINED AS:**
STARTING AT THE BUILDING GATE VALVE AND ENDING AT THE OUTLET GATE VALVE AFTER METER AND BYPASS GATE VALVE. (INCLUDING ALL PIPING AND FITTINGS IN BETWEEN)
- 3. PIPING AND VALVES IN METER SETTING TO BE THE SAME SIZE AS METER.**
EXCEPTIONS:
 1. BUILDING GATE VALVE TO BE SAME SIZE OF SERVICE.
 2. BY-PASS VALVE TO BE SAME SIZE AS METER OR LARGER
- 4. ALL PIPING IN METER SETTING TO BE DUCTILE IRON. NO GALVANIZED FITTINGS OR PIPING ALLOWED.**
- 5. ALL FITTINGS IN METER SETTING TO BE FLANGED.**
- 6. FLANGE COUPLING ADAPTER PROVIDED BY WATER DEPT. IS REQUIRED IN THE METER SETTING AND IS TO BE INSTALLED WITH ENOUGH FLEXIBILITY (1/4" TO 1/2") TO ALLOW FOR METER INSTALLATION.**
- 7. A MINIMUM OF 2 1/2 X PIPE DIAMETER OF STRAIGHT RUN PIPE IS REQUIRED ON THE INLET SIDE AND OUTLET SIDE OF THE WATER METER. DO NOT INSTALL NON CONCENTRIC REDUCERS, CHECK VALVES, BACK FLOW PREVENTERS, PRV (PRESSURE REDUCING VALVES), THROTTLING DEVICES, ALTITUDE VALVES ON THE INLET SIDE AND NOT WITHIN 4X PIPE DIAMETER ON THE OUTLET SIDE OF THE WATER METER.**
- 8. IF THERE ARE ANY QUESTIONS ABOUT THE METER SETTING/OR OPTIONAL IRRIGATION CONTACT: WATER DEPT. METER MAINTENANCE 616-456-3265**

**INSIDE METER SETTING FOR 3" OR
LARGER METERS
T2 OMNI**

Figure 8: Pit Layout and Meter Setting for a 3" and Larger Meter T2 OMNI



PLAN VIEW



SECTION VIEW

A		B	C
3"	19 3/8"	7 1/2"	7 1/2"
4"	23 3/8"	10"	10"
6" AND UP	CONTACT WATER SYSTEM 456-3265		
ALL COMPOUND AND FIRELINE METERS			

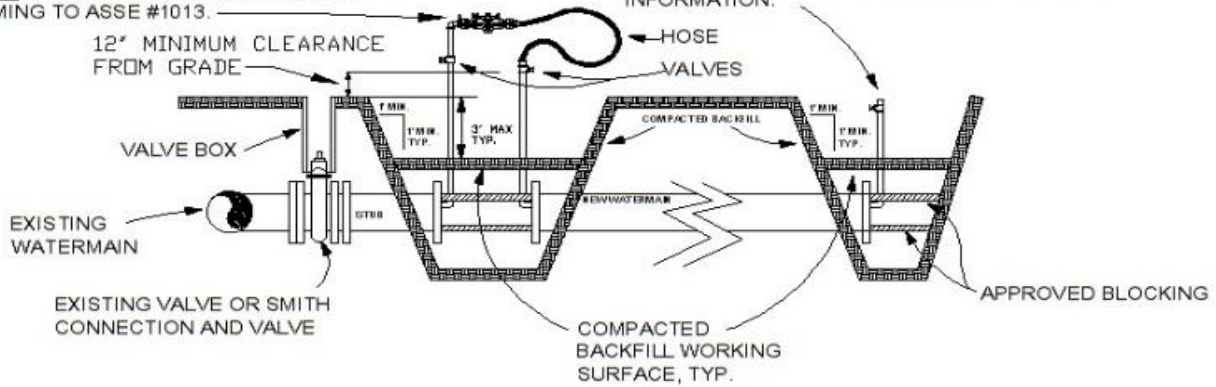
PIT LAYOUT AND METER SETTING FOR A 3" & LARGER METER T2 OMNI

NOTES:

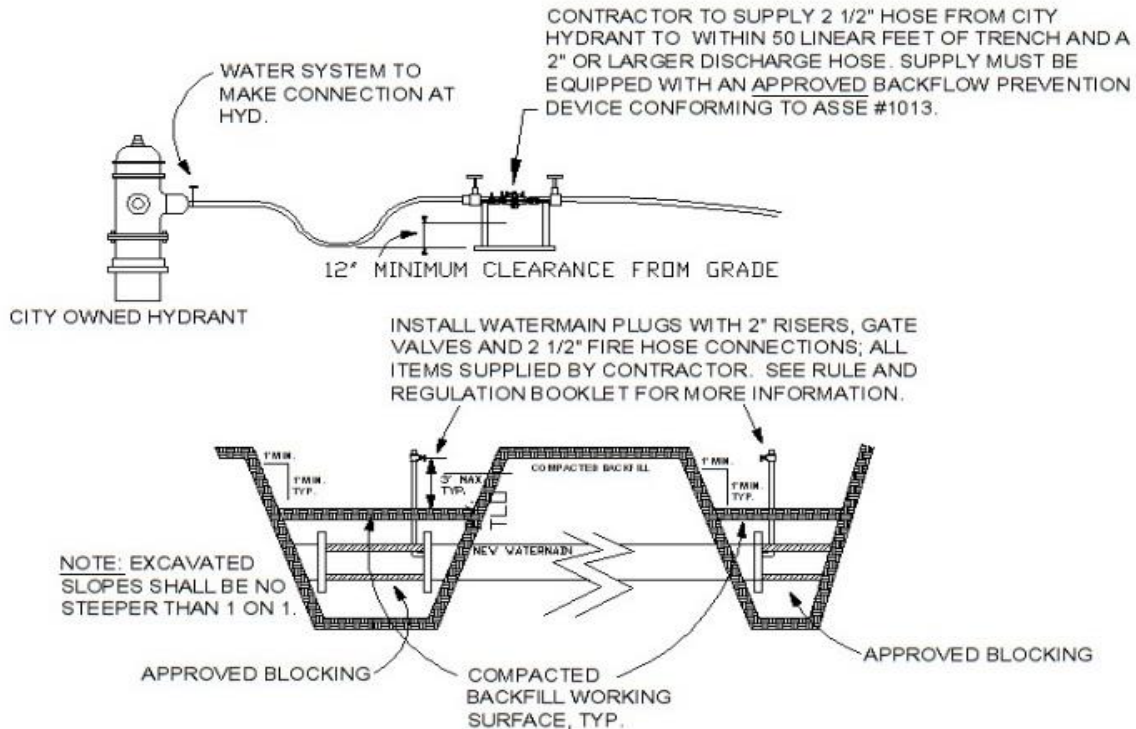
- 1. REQUIREMENTS:**
OWNER/CONTRACTOR TO PROVIDE CONDUIT FROM METER SETTING TO APPROVED LOCATION ON OUTSIDE FACE OF BUILDING FOR INSTALLATION OF REMOTE READING DEVICE SUPPLIED BY WATER SYSTEM. REMOTE READING DEVICE TO BE MOUNTED BETWEEN 30" AND 60" ABOVE FINISHED GRADE.
- 2. METER SETTING DEFINED AS:**
STARTING AT THE BUILDING GATE VALVE AND ENDING AT THE OUTLET GATE VALVE AFTER METER AND BYPASS GATE VALVE. (INCLUDING ALL PIPING AND FITTINGS IN BETWEEN)
- 3. PIPING AND VALVES IN METER SETTING TO BE THE SAME SIZE AS METER.**
EXCEPTIONS:
 1. BUILDING GATE VALVE TO BE SAME SIZE OF SERVICE.
 2. BY-PASS VALVE TO BE SAME SIZE AS METER OR LARGER
- 4. ALL PIPING IN METER SETTING TO BE DUCTILE IRON. NO GALVANIZED FITTINGS OR PIPING ALLOWED.**
- 5. ALL FITTINGS IN METER SETTING TO BE FLANGED.**
- 6. FLANGE COUPLING ADAPTER PROVIDED BY WATER DEPT. IS REQUIRED IN THE METER SETTING AND IS TO BE INSTALLED WITH ENOUGH FLEXIBILITY (1/4" TO 1/2") TO ALLOW FOR METER INSTALLATION.**
- 7. A MINIMUM OF 2 1/2 X PIPE DIAMETER OF STRAIGHT RUN PIPE IS REQUIRED ON THE INLET SIDE AND OUTLET SIDE OF THE WATER METER. DO NOT INSTALL NON CONCENTRIC REDUCERS, CHECK VALVES, BACK FLOW PREVENTERS, PRV (PRESSURE REDUCING VALVES), THROTTLING DEVICES, ALTITUDE VALVES ON THE INLET SIDE AND NOT WITHIN 4X PIPE DIAMETER ON THE OUTLET SIDE OF THE WATER METER.**
- 8. IF THERE ARE ANY QUESTIONS ABOUT THE METER SETTING/OR OPTIONAL IRRIGATION CONTACT: WATER DEPT. METER MAINTENANCE 616-456-3265**
- 9. BEFORE PURCHASING MATERIALS FAX DRAWING TO: WATER DEPT. METER MAINTENANCE AT 616-456-3265**
- 10. REINFORCED CONCRETE METER PIT TO BE DESIGNED AND REINFORCED FOR DEAD LOAD, SOIL LOAD AND HS20 WHEEL LOAD.**
- 11. METER PIT MUST BE PLACED ON PRIVATE PROPERTY.**
- 12. METER TO BE SUPPLIED AND INSTALLED BY WATER SYSTEM. CONTRACTOR TO INSTALL METER BAR FURNISHED BY WATER SYSTEM**

Figure 9: Approved Testing and Chlorination Connections

NOTE: RISERS SHALL BE PLACED IN AN ACCESSIBLE LOCATION, PLUMBED UP OUT OF TRENCH, AND POSITIONED TO EDGE OF TRENCH. SUPPLY RISER MUST BE EQUIPPED WITH AN APPROVED BACKFLOW PREVENTION DEVICE CONFORMING TO ASSE #1013.



OPTION NO. 1



OPTION NO. 2

APPROVED TESTING AND CHLORINATION CONNECTIONS

REVISED:
7/06/2011

WS-8

Figure 10: Residential Combined Fire and Domestic Pipe

